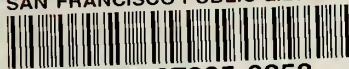


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WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

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Date: Wednesday, January 14, 2004

Time: 9:30 a.m. to 11:30 a.m.

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San Francisco, CA 94103

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/bdsupvrs/sunshine.htm

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In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Wednesday, December 31, 2003

745 Franklin Street, Suite 200 • San Francisco, CA 94102-3228
Telephone 415.923.4003 • Fax 415.923-6966
www.picsf.org • e-mail: 411@picsf.org

1650 Mission Street, Suite 300 • San Francisco, CA 94103-2490
Telephone 415.431.8700 • Fax 415.431-8702
TDD 800.735.2929 (CRS)

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, JANUARY 14, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of minutes from the December 9, 2003 meeting (*Action Item*)***
4. Public Testimony on all matters pertaining to the closed session
5. Closed Session Pursuant to Government Code § 54957 San Francisco Administrative Code § 67.10(e):
 - A. Instructions to designated representatives regarding matter within the scope of labor negotiations
6. Reconvene in open session
 - A. Vote to elect whether to disclose any or all discussions held in closed session (S.F. Adm. C. §67.12(a).) (*Action Item*)
 - B. Possible report on actions taken in closed session (Govt C. §54957.1(a)(2) and S.F. Adm. C. §67.12(b)(2).) (*Action Item*)
7. Committee Reports (Information Item)
 - A. Employer Services Committee
 - B. One Stop Operations and Services Committee
 - C. Program Resources Committee
 - D. Youth Council
 - E. Finance Subcommittee
8. One Stop Operations and Services Committee Recommendation (*Action Item*)**
 - A. Proposed Action: Approval of One Stop Business Plan
9. Youth Council Recommendations (*Action Item*)**
 - A. Proposed Action: Approval of Strategic Priorities for the San Francisco Youth Council
 - B. Proposed Action: Approval of Proposal to Align PIC Youth Service RFP with DCYF RFP
10. Staff Recommendation (*Action Item*)*
 - A. Proposed Action: Approval of Memorandum of Understanding between Private Industry Council, Inc. and the Service Employees International Union Local 790 (SEIU Local 790)
 - B. Proposed Action: Approval of Revised Progressive Discipline and Appeal Policy
11. Chair's Report (Discussion Item)
12. President's Report (Discussion Item)
13. Public Testimony on Non-Agenda Items (Discussion Item)
14. Future Agenda Items (Discussion Item)
15. Adjournment (*Action Item*)

* Information enclosed.

** These Committees are meeting before the Executive Committee (please refer to www.picsf.org for dates and times). If approved by the Committees, these items will be forwarded to the Executive Committee for approval.

*** Information to follow.

To: Chairperson and Members
Executive Committee
Private Industry Council of San Francisco, Inc.

From: Art Hartinger
Chief Spokesperson for SEIU / PIC Contract Negotiations

Cc: Pamela Calloway, President
Roberta Fazande, Director of Human Resources

Date: December 30, 2003

Re: Tentative Agreement in Contract Negotiations
Staff Report Supporting Proposed Resolution
To Adopt the Memorandum of Understanding

I am pleased to inform the Executive Committee that the parties have reached a tentative agreement on an initial memorandum of understanding (MOU) between the PIC and the Service Employees International Union Local 790 (SEIU Local 790). A copy of the MOU is attached hereto. The term is for several years, expiring on June 30, 2007.

Staff has reviewed the MOU and recommends its adoption. On December 23, 2003, SEIU reported that its membership voted to ratify the agreement.

The key economic / wage package in the tentative agreement involves the following:

7/1/03:	3.5% + \$1,000 annual increase to base
1/1/04:	1.75%
7/1/04:	CPI-W (3% min / 4% max)
7/1/05:	CPI-W (3% min / 4% max)
7/1/06:	CPI-W (3% min / 4% max)

SEIU Local 790 agreed to a favorable reopener that gives the PIC significant protection in the event the PIC fails to receive additional funding to cover the cost of these increases. The PIC, in its discretion, may

To: Executive Committee – Private Industry Council of San Francisco, Inc.

Date: December 30, 2003

Page 2

require a reopener to renegotiate economic items in order to deal with future budget shortfalls that would otherwise necessitate layoffs.

The non-economic provision includes a variety of contract provisions that are standard in the industry. New program changes for the PIC include the following, among others:

- One additional floating holiday
- Adjustment to vacation allowances and carryover
- New health and safety committee
- Agency shop arrangement
- New bereavement leave policy
- Grievance procedure culminating in an adjustment board, with the PIC retaining final authority (no Executive Committee involvement)
- Significant discipline to be submitted to final and binding arbitration, again without Executive Committee involvement

In addition, there are four side letters. The first side letter permits expedited dispute resolution over the composition of the bargaining unit. (This involves three positions.) The second side letter acknowledges that the PIC will change its performance appraisal form. The third side letter acknowledges that the PIC gave notice of amendments to its discipline policy. The last side letter regards the PIC's commitments in the event of a significant reorganization.

Again, the complete MOU, including all side letters, are attached for the Executive Committee's review and approval.

I am pleased that we were able to reach a tentative agreement, and I am hopeful this MOU will provide a solid foundation for the PIC's future labor relations program.

#675159



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, the PIC earlier recognized the Service Employees International Union Local 790 ("SEIU Local 790") as the exclusive bargaining representative of a group of PIC employees; and

WHEREAS, representatives of the PIC and SEIU Local 790 have met and conferred pursuant to the Meyers-Miliias-Brown Act ("MMBA") in an effort to reach agreement on a memorandum of understanding ("MOU") regarding wages, hours and working conditions for employees in the bargaining unit; and

WHEREAS, the negotiating teams have reached a tentative agreement on a MOU, attached hereto; and

WHEREAS, the PIC representatives recommend formal adoption of the MOU;

RESOLVED: That the PIC does hereby adopt the MOU attached hereto; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 14th day of January 2004.

Lynn L. Bunim, Chair of
Workforce Investment Board
And its
Executive Committee

Date

#675145

MEMORANDUM OF UNDERSTANDING
BY AND BETWEEN
THE PRIVATE INDUSTRY COUNCIL OF SAN FRANCISCO,
INC.
AND THE
SERVICE EMPLOYEES INTERNATIONAL UNION
LOCAL 790

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APPENDIX A

SIDE LETTER

SIDE LETTER REGARDING DISCIPLINE POLICY

SIDE LETTER REGARDING APPENDIX A TO SECTION 1 OF THE MOU (LIST OF POSITIONS IN THE BARGAINING UNIT)

SIDE LETTER REGARDING REORGANIZATIONS AND LAYOFFS

PREAMBLE

This Memorandum of Understanding (MOU) is entered between the Private Industry Council of San Francisco, Inc. (PIC) and the Service Employees International Union, Local 790 ("SEIU Local 790" or "the Union") pursuant to the Meyers-Milius-Brown Act ("MMBA"), California Government Code sections 3500, et seq.

The parties acknowledge their mutual commitment to improve PIC in furtherance of its vision, mission and organizational values, and restate the PIC's policies as of the effective date of this MOU:

Vision

The PIC is the standard of excellence in the creation and administration of comprehensive employment strategies for employers and job seekers in San Francisco.

Mission

The mission of PIC is to build and maintain a comprehensive local workforce investment system that will:

- Create training, employment and career opportunities for unemployed and underemployed San Francisco residents;
- Assist San Francisco and Bay Area employers to hire, train and develop a workforce that will meet the challenges of the new millennium.
- Effectively administer resources for job training and employment.
- Build a strong local workforce investment system.
- Build additional resources for organizational sustainability.

Organizational Values

- Respect
- Professionalism
- Open Communication (information sharing)
- Trust
- Teamwork (collaboration / partnership)

I.

RECOGNITION AND UNION SECURITY

A. PIC recognizes SEIU Local 790, as the exclusive bargaining representative for the purpose of collective bargaining concerning wages, hours and other terms and conditions of employment for the bargaining unit positions listed in Appendix A. The PIC shall maintain job descriptions for all positions of regular employment. During the term of this MOU, the Union may submit a request to PIC to conduct a review of specific job descriptions when, in its opinion, the Union believes that the job descriptions may not accurately describe the actual duties and responsibilities for current positions. Within thirty (30) days of receiving such a request, the PIC shall provide a written response to the Union indicating whether it will conduct a review, and the PIC will promptly revise descriptions that are determined by the PIC to be inaccurate. In any event, the PIC shall periodically review job descriptions to ensure that they accurately and appropriately describe the duties and responsibilities for current positions. Nothing in this MOU section shall be construed to conflict with the Board's management rights.

B. PIC shall not create or modify positions of employment for the purpose of decreasing or diminishing the bargaining unit.

C. New or amended positions of regular employment that are not supervisory, confidential or management shall be allocated to the bargaining unit, absent good cause. If such positions are not allocated to the bargaining unit, the parties shall discuss the matter and any disputes shall be resolved by following the process in PIC's Employer-Employee Relations Resolution ("EERR"). The terms and provisions of this agreement shall apply to any positions allocated to the bargaining unit, unless the parties agree otherwise. The parties shall meet and confer regarding wages applicable to new positions.

D. During the term of this MOU, the definitions of "supervisory," "confidential," and "management" with respect to employee relations shall be as specified in PIC's EERR.

E. PIC agrees to meet and confer with SEIU Local 790 on all matters within the scope of representation pursuant to the MMBA.

II. UNION DUES AND AGENCY SHOP

A. The PIC shall make dues deductions, through its payroll, for Union dues for those employees who have expressly authorized such deductions, in writing.

B. All current and future members of the bargaining unit represented by the Union in this agreement shall, as a condition of continued employment, become members of the Union or pay a service fee in an amount not to exceed the standard initiation fee, periodic dues and general assessments imposed by the Union on members. The PIC shall supply the Union the names, work addresses, positions and departments or work units of all employees in the bargaining unit represented by the Union. The Union's fee setting procedure and calculation is attached hereto as Appendix B.

C. The Union shall defend, indemnify and hold the PIC harmless for any and all claims arising out of or related to the PIC's collection of dues or fees pursuant to this section.

D. Any employee who is a member of a bonafide religion, body, or sect that has historically held conscientious objections to joining or financially supporting public employee organizations shall not be required to join or financially support the Union as a condition of employment. In lieu of paying service fees, such employees must pay the required fees to any of three available non-labor, nonreligious, charitable funds qualifying under section 501(c)(3) of the Internal

Revenue Code and agreed upon between the Union and PIC; in the absence of such an agreement, the employee may designate such a fund for payment. Employees exempt from paying dues or service fees pursuant to this section shall, upon request, provide proof of in lieu payments. The Union may review such records upon request.

E. The Union shall keep an adequate itemized record of its financial transactions and shall make available annually to PIC and to its members a detailed written financial report thereof in the form of a balance sheet and an operating statement, certified as to accuracy by the Union's president and treasurer or corresponding principal officer, or by a certified public accountant.

F. The agency shop provisions of this MOU may be rescinded upon an election as provided by state law.

G. The Union shall comply with the requirements set forth in *Chicago Teachers Union v. Hudson*, 475 U.S. 292 (1986) regarding agency shop fees.

III. STEWARDS

A. The Union shall furnish PIC management with an accurate list of shop stewards and designated officers. The Union may submit an amendment to the list at any time. An employee has no status as a steward unless PIC management has received verification in writing from the Union that the employee is a steward.

B. The Union recognizes that it is the responsibility of the shop steward to assist in the resolution of grievances at the lowest possible level. Upon notification of an appropriate management person, stewards and designated officers of the Union, which shall not be unreasonably withheld, shall be granted reasonable release time to review and process grievances, disciplinary appeals and attend

meetings with PIC Management without loss of pay or benefits. Union stewards shall inform their supervisors prior to engaging in Union business.

C. When immediate disciplinary action must be taken, a shop steward shall not unreasonably be denied the right to leave his/her post or duty to represent the employee. Except in critical situations, an investigative, disciplinary or grievance meeting shall be rescheduled if a Shop Steward is denied release time.

D. Shop stewards shall not interfere with the work of any employee. A shop steward may interview an employee during the employee's regular work time in order to review or process a grievance or disciplinary appeal with the approval of the employee's supervisor, which shall not unreasonably be withheld.

E. Stewards shall be responsible for the performance of their workloads, consistent with release time approved. Any meeting of shop steward and supervisor shall be held in private surroundings and shall be held in a quiet and professional manner.

IV. NO DISCRIMINATION

A. There shall be no discrimination by the PIC or by the Union in employment conditions or treatment of employees (including without limitation promotions, reassignments and transfers, etc.) on the basis of membership, or non-membership, in the Union, or participation in the lawful activities of the Union.

B. The Union and the PIC acknowledge their responsibilities not to discriminate or harass employees on the basis of race, color, ancestry, national origin, religion, gender, gender identity, sexual orientation, age, disability, marital status, political affiliation or any

other ground currently specified under applicable City and County of San Francisco, State or Federal laws.

C. The parties agree that they are required to provide reasonable accommodations for persons with qualified disabilities in compliance with the provisions of the Americans with Disabilities Act and the Fair Employment and Housing Act.

V.

BULLETIN BOARDS, INTER-OFFICE MAIL, E-MAIL ACCESS

A. Reasonable space shall be allowed on the bulletin boards for use by the Union to communicate with employees as may be agreed between the Union and PIC.

B. For the purpose of communicating the subjects, dates and times of meetings between PIC and SEIU, the Union may make reasonable use of PIC's inter-office mail and e-mail system, to communicate with management and the stewards and representatives of the Union.

VI.

WORK HOURS

A. Basic Work Hours: Work hours at the PIC's administrative offices are from 8 a.m. to 5 p.m. Other hours may be established for other PIC worksites. Basic work hours are eight (8) hours per day, or forty (40) hours per week, excluding a meal period of whatever actual duration.

B. Meal Periods: Employees working over five (5) hours in a day shall be entitled to a meal period, which is not compensated, of at least thirty (30) minutes.

C. Break Periods: Employees working an eight hour day shall be entitled to two fifteen (15) minute breaks, which shall be compensated, one in the afternoon and one in the morning. Employees may not take a break at the beginning or end of the day, or combine breaks with lunch periods, without supervisor approval.

D. Public Meetings: When assigned or directed to staff to attend public meetings, the time spent in attendance shall be counted toward work hours.

E. Work Schedules: Supervisor approval is required for each employee's work schedule. Work schedules may only be changed pursuant to the working needs of the section or department, upon two weeks notice to the affected employee, and will be as follows:

(a) Fixed: Pre-set hours, such as 8 am –5 pm or 7:30 am - 4:30 pm, with one hour for lunch and two fifteen-minute breaks.

(b) Flexible Fixed: Set hours, such as 7 am – 4 pm, 9 am - 6 pm, or similar variations with the understanding that an employee may take extra time at lunch for an appointment and make the time up at the start or end of the day.

(c) Flexible Hours (Flextime): When consistent with the working needs of the section or department, flex time schedules may be approved for individual employees. Mutual agreement between the employee and his/her supervisor is required to approve a flex schedule before it may be implemented. Flex time schedules are subject to the following:

- All flex time schedules must fall within the working hours of 7:00 a.m. and 7:00 p.m.
- Staff are required to work a total of 7.5 hours times the number of regular work days in the pay period exclusive of breaks taken in order to be paid for a full pay period.

- Staff are expected to be on duty during the “core” hours of 9:30 – 11:30 am; and 2 – 3 pm unless specifically excused or for morning and afternoon breaks.
- An employee may accrue up to eight hours to carry over between pay periods.
- With prior supervisory approval, accumulated flextime may be used to cover the core hours.

F. Overtime:

1. Overtime will be paid to non-exempt employees at the rate of 1 ½ times the regular rate of pay. Authorization to work overtime must be approved in advance. Employees may be required to work overtime.

2. Compensatory Time Off: Prior to incurring overtime, an employee may request to have the time recorded as compensatory time off (CTO). With department head approval, such time will be counted as accrued CTO. The total amount of accrued CTO may not exceed eighty (80) hours. CTO may be cashed out, in the discretion of PIC, at any time. Per PIC policy, clerical, technical, and non-professional staff will be compensated at 1 ½ times the overtime worked; professional (exempt) staff may be credited with compensatory time, hour-for-hour.

VII. PROBATIONARY PERIODS

A. Probationary periods for all new hires in positions covered by this agreement shall not exceed a period of six (6) calendar months for clerical, technical and non-professional positions and twelve (12) calendar months for other positions. Employees shall receive a performance evaluation within five (5) working days of the probation period's ending date.

B. Supervisors will communicate to employees in new positions the expectations of their position. Midway through the probationary period, the evaluating supervisor will meet with the employee to discuss concerns that may exist. If concerns do exist, the supervisor shall provide the affected employee with suggestions and guidance intended to address the concerns.

C. If the new employee does not pass probation, the PIC shall inform the employee in writing, and upon the employee's request, shall provide a copy to the Union.

D. Once an employee has completed a probationary period for any position at the PIC, they will not be required to serve a probationary period longer than six (6) months in a new position. If an employee who has shown a history of satisfactory performance does not pass probation for a new position, the evaluating supervisor shall submit a written statement to the employee describing the general basis for the decision.

E. An employee is taken off probation, and achieves "regular" status, only upon receiving a satisfactory performance evaluation at the conclusion of the probationary period that states the employee is taken off probation.

Probationary periods are automatically extended when an employee is absent from work for greater than ten (10) days during a six month period; provided, however, that periods of unauthorized absence and/or disciplinary suspension shall extend the probationary period by the actual duration of the absence(s). The extension shall be equivalent to the period of absence. In addition, an employee's probationary period may be extended if in the opinion of the immediate supervisor the employee requires additional time to achieve "regular" status in the position. Extension of the probationary period is based on the opinion of the immediate supervisor, which shall be in writing with copies to the employee (and the Union upon the employees' request),

subject to a maximum extension of three (3) months and approval by the President.

VIII. JOB OPPORTUNITIES

A. PIC will provide reasonable advance written notice of all new and promotional job opportunities in PIC to the Union and to its employees prior to recruitment. "Reasonable notice" shall mean at least two weeks notice, unless exigent circumstances justify a shorter recruitment period.

B. Every reasonable effort shall be made to attract diverse and qualified applicants for positions of employment in PIC. In addition, PIC will continue its commitment to consider hiring successful graduates from PIC funded programs. PIC shall advertise all job announcements through its network of nonprofit service providers and shall also utilize the San Francisco One-Stop system. PIC will not create a position or modify eligibility requirements to an established position for the purpose of excluding or including a specific person or persons.

C. Job announcements will include the following information: job title; duties and responsibilities; salary; hours of work; minimum qualifications; closing date for filing; and a notation that the PIC is an equal employment opportunity employer. In addition, and if applicable, job announcements will include a notation indicating that the position is part of a memorandum of understanding.

IX. BILINGUAL PAY

A. Employees who translate or interpret as part of their work may have their positions designated as "bilingual", provided that they demonstrate their proficiency pursuant to PIC policies and procedures.

The PIC will specify the maximum number of positions eligible for certification within PIC in any given program year. Subject to this limitation and certification procedures, the bilingual designation shall not be unreasonably denied.

B. All employees within the same job title or class shall have an equal opportunity to apply and test for bilingual pay. If a person does not receive bilingual pay, they shall not be required to perform bilingual or translation duties as part of their regular assignment.

C. An employee who provides non-English services, including Braille and sign language, as part of his/her regular job assignment, will receive a bilingual premium of twenty-five dollars (\$25.00) per pay period.

X. LAYOFFS, RECALLS & SENIORITY

A. Employees may be laid off due to lack of work or lack of funds pursuant to the PIC's management rights. PIC shall endeavor to provide at least four (4) weeks minimum notice in writing for any layoffs; in the event PIC provides notice less than four weeks, the separated employee(s) shall receive a severance payment equivalent to one day's salary (base salary) for each business day notice is given less than four weeks. The Union shall receive notice of layoffs within the bargaining unit.

B. When a layoff involves a position in a job class or title held by more than one person, layoffs will be made on the basis of seniority within job class or title-that is, less senior employees will be laid-off in reverse order of seniority within a job class/title. Seniority will be determined as set forth below. Seniority within job class, for the purposes of this Article, will be determined as set forth in paragraph F, below.

C. Prior to implementing layoffs in order to reduce costs, PIC shall first attempt to achieve necessary salary savings through attrition. Attrition is defined as a reduction in personnel as a result of voluntary resignation, retirement, death, or elimination of vacant positions.

D. Persons who are laid-off or demoted in accordance with this policy, who have a record of satisfactory performance with PIC, will have the right to displace or “bump” an employee with less seniority in a lower job class/title in which the person previously held regular employment and passed probation, provided that his/her seniority is greater than the person being bumped.

E. Upon completion of the bumping process, an affected employee, who would otherwise be displaced from PIC, shall have priority in consideration for newly created positions, provided that the employee must meet minimum qualifications established by the PIC for the new position.

F. Seniority within a job class or title in the PIC shall be determined from the original date of hire in the job class or title, and then adding up actual dates of employment in PIC, exclusive of breaks in service. Seniority in PIC is determined by adding up all actual dates of employment in PIC, exclusive of breaks in service. Employment counted toward seniority in PIC shall include employment in the Mayor’s Office of Employment and Training (“MOET”), City and County of San Francisco, for those employees who were transitioned to the PIC in approximately 1983.

G. PIC shall maintain a list of employees and their seniority status in PIC. This list shall be provided to the Union upon request.

H. Employees with at least two (2) years of service, who are involuntarily laid off and who do not have bumping rights and are separated from the PIC (after good faith participation in any job

opportunity programs offered by PIC), shall receive a severance payment in exchange for a release equivalent to two (2) weeks pay (lump sum) at the rate of salary at date of separation, or three weeks pay (lump sum) for employees who have more than fifteen (15) years of PIC service.

I. In the event employees are laid-off, the PIC will give these individuals priority access to training funds up to the extent possible and allowable under PIC policies, contracting procedures and governing laws, for the period of one year following the date of separation. If possible, laid-off employees will be permitted to choose from PIC funded training programs.

J. Laid off employees shall be maintained on a recall list for a period of 24 months from date of separation. Employees on the recall list shall be notified that they may be hired into the position they held prior to separation if the PIC hires employees into such positions within 24 months from the separation at issue. Laid off employees shall be responsible to keep PIC apprised of current contact information for any and all laid-off employees. Seniority shall be maintained but not accrued during the period of separation.

XI. GRIEVANCE PROCEDURE

A grievance procedure provides for the fair treatment of all employees, and promotes good working relationships among employees, supervisors, and administrators. A Grievance shall be defined as any dispute, which involves the interpretation or application of the Agreement of the Union and the PIC's management, discipline or discharge.

A. An employee having a grievance must first discuss it with the employee's immediate supervisor, or the next level of management, to try to work out a satisfactory solution in an informal

manner. The employee is entitled to a union representative at this discussion.

B. If the grievance is not resolved informally, the Union shall submit a written statement to the PIC's Department of Human Resources of the facts and events giving rise to the grievance, duly signed by the affected employee. Grievances must be submitted within fifteen (15) business days of the date of the event giving rise to the grievance, or the grievance is waived.

C. If the grievance is not satisfactorily resolved at the Human Resources level, the written grievance may be advanced to the PIC President. The PIC President must receive the grievance within fifteen (15) business days of the Human Resources decision, or the grievance is waived. The grievance must contain a specific description of the basis for the claim and the resolution desired. The President or designee shall respond in writing to the grievant and the Union, specifying his/her reason(s) for concurring with or denying the grievance within fifteen (15) business days. The President may, in his/her discretion, refer the grievance immediately to the applicable dispute resolution process specified below.

D. Should there be no satisfactory resolution, the Union has the right to submit and advance the grievance to final and binding arbitration within thirty (30) business days of the receipt of the President's response. This process is solely for discipline or discharge grievances involving "significant discipline" under the PIC's Progressive Discipline and Appeal Policy. The Private Industry Council management/Designee and the Union shall establish a Standing Arbitration Panel to hear the matter. The parties shall encourage the arbitrator to make his/her awards within thirty (30) business days following the receipt of closing arguments or briefs. The decision of the arbitrator shall be final and binding on all parties.

E. For all other grievances (except discipline involving written reprimands or lesser penalties, and issues involving performance appraisals which are subject to a different review procedure), the PIC and the Union will create a committee consisting of three (3) PIC management and three (3) bargaining unit members, who will handle the "Dispute Resolution Process". In order to resolve a dispute, at least four (4) members of the Committee must agree on a remedy. Should the Committee be unable to reach a settlement, the matter shall be submitted to a mutually-agreed third-party mediator for a non-binding recommendation. The decision(s) of the Committee will be final.

XII. RIGHTS OF INDIVIDUALS

A. Upon notice that they have passed their initial probation period, employees covered by this MOU may not be disciplined or discharged without just cause and without written notice of the intended action, pursuant to the PIC's discipline policies. PIC agrees to follow the principles of progressive discipline.

B. Employees shall have the right to inspect any document in their official personnel file, as provided by law, in the presence of a representative from the Human Resources Department. Employees shall have the right to copy any part of their personnel file.

C. In the event a third party (i.e., someone from outside PIC, who is not working with or for PIC) requests to copy or review a part of an employee's personnel file, PIC shall inform the employee.

D. The PIC shall not search personal property of an individual employee without having a reasonable suspicion and observing all legal rights.

E. Subject to the PIC President's approval, which shall not be unreasonably denied, employees may request the removal from their official personnel file any written reprimands over a year old; provided,

however, such employees must not have had any significant performance problems or disciplinary actions in the year preceding the request.

F. Pre-employment drug and alcohol tests will be required only if a funding source mandates such tests. During employment, drug and/or alcohol tests shall be administered only upon reasonable suspicion that an employee is under the influence in violation of PIC policies. PIC and the Union agree that PIC workplaces shall be drug and alcohol free.

XIII. TRAINING

A. PIC is committed to fostering career advancement opportunities for its employees.

B. PIC will allocate \$10,000 per fiscal year to a tuition reimbursement program for employees represented by the Union. Employees may receive no more than five hundred dollars (\$500) per fiscal year from this allocation.

C. Any regularly scheduled full-time employee of PIC who has served the equivalent of one (1) year continuous service may apply for tuition reimbursement. Such reimbursement shall be for training in a job of a higher class or title. Reimbursement is limited to \$500.00 per year (as specified above), for tuition, books, supplies and other course fees. Reimbursement shall be contingent upon presentation of receipts and confirmation of a "C" grade or better in the course(s) at issue.

D. Applications for educational reimbursement shall be submitted on forms provided by the PIC. Courses require pre-approval by the PIC.

XIV. NO WORK STOPPAGES

It is mutually agreed and understood that during the period of this Agreement, the Union will not authorize, engage in or condone any strike (including sympathy strikes), slowdowns, concerted unauthorized absences, work stoppages, or refusals to cross picket lines of any sort. Represented employees are also bound by the above. The PIC agrees not to conduct a lockout against any of the employees covered by this agreement during the term of this Agreement.

XV. WORKLOAD COMMITTEE

Within sixty days of the effective date of this MOU, a joint committee comprised of three members designated by the PIC, and three bargaining unit members designated by the Union, shall be formed to address workload issues. The committee shall consider the following issues, among others: (a) fair and reasonable work assignments; and (b) proper training for employees. Recommendations made by the committee shall be forwarded to the PIC President for consideration. The President shall respond in writing to the recommendations within thirty days.

XVI. HEALTH AND SAFETY

A. PIC agrees to provide a safe and healthful work environment for its employees pursuant to applicable County, State and Federal laws.

B. PIC will furnish each site with or ensure that each site has:

1. Smoke detectors;
2. Working flashlights, with a supply of batteries;

3. A first-aid kit;
4. Emergency escape (fire and earthquake) plans.

C. PIC and the Union agree to form a labor-management committee to address health and safety concerns and codes within 45 days of the start of the Agreement for the purpose of promoting health and safety measures and meeting Cal/OSHA guidelines. The committee shall include two employees designated by the Union, and two employees designated by PIC. The committee shall meet at least twice per year and report findings, recommendations, etc. to the PIC's designees for consideration and/or implementation, subject to budget.

Topics to discuss may include, without limitation, health and safety issues such as the following:

- Security
- Site safety officers and their responsibilities
- Mental health counseling
- Clearly marked outerwear (jackets) identifying the employee for YO! SF staff
- Cellular telephones and/or walkie-talkies
- A safety procedure/protocol for employees whose positions would encounter dangerous situations, such as assault or physical violence.
- Continuous training in assessing, dealing and handling aggressive and dangerous situations: gang violence, recognizing mental illness, depression, domestic violence, suicide prevention, etc.
- Self-defense training for employees whose duties warrants such training
- Video-display health hazards (as listed in E).

Employees may attend health and safety committee meetings pursuant to this MOU section on PIC time – i.e., without loss of pay.

D. Employees shall adhere to the PIC's drug free workplace policies. Employees who are found to be under the influence of drugs or alcohol in the workplace shall be subject to discipline. For the first offense, PIC shall attempt to negotiate an agreement to include: rehabilitation, drug and alcohol counseling; random testing; and a last chance for further employment.

E. Video Display Equipment Working Conditions: Employees working on video display equipment shall not be required to spend more than two (2) continuous hours observing the video display. Following an employee's request accompanied by a certification by a medical doctor (or other appropriate certification satisfactory to the PIC), the PIC will provide necessary workplace accommodations (e.g., chairs, footrests, tables) in an effort to mitigate and avoid workplace injuries. The PIC will consider Cal OSHA ergonomic standards. Selection of an appropriate accommodation is in the PIC's discretion. During health and safety committee meetings, the parties shall discuss whether certain equipment is appropriate for reducing fatigue and health hazards caused by video display work, such as:

1. Effective glare screens;
2. Adjustable chairs, footrests and tables to allow for adjustment of individual machines to provide the user with optimum comfort and the minimum amount of physical stress;
3. Optimal lighting conditions adapted to accommodate the types of equipment in use at each work site;
4. Equipment with features to conform with ergonomic standards such as separate keyboards, tilting screens, phosphorous colors, brightness controls and any other features relating to the users' health and well being.

XVII. LEAVES

A. Vacation:

1. Employees may accrue vacation at the following accrual rates:

- Up to three continuous years of service: ten (10) working days per year;
- Three to four years of continuous service: fifteen (15) working days per year;
- Four to ten years of continuous service: eighteen (18) working days per year;
- More than ten years of continuous service: twenty-one (21) working days per year.

2. Vacation is credited on a pay period basis. The maximum accrual amount is 200 hours: no employee may accrue vacation beyond 200 total hours. Upon separation from employment, an employee shall be compensated for all accrued but unused vacation.

3. New employees shall not be entitled to accrue or use vacation during their probationary period. Upon successful completion of a new employee's probationary period, the employee shall be credited with a vacation balance pro-rated to the accrual rates set forth above. For example, upon completion of a six month probationary period, employees shall be credited with five days vacation.

B. Bereavement Leave: Up to three (3) days of bereavement leave may be used in the case of death in the employee's immediate family, plus two (2) days if required for travel outside the State of California. Subject to PIC's approval, employees may use accrued sick or other paid leave if additional time is required, up to a maximum ten

(10) continuous days (bereavement and sick leave) for a leave attributable to a death.

C. All other leaves of absences shall be provided pursuant to the PIC's personnel policies.

XVIII. HOLIDAYS

A. During the term of this MOU, represented employees shall be entitled to the following paid holidays:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Cesar Chavez Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

If a legal holiday falls on a Saturday, the preceding Friday shall be observed as a holiday. If a legal holiday falls on a Sunday, the Monday following shall be a holiday. Employees on a leave without

pay status both the day before and after the legal holiday will not receive holiday pay.

B. In addition to legal holidays, regular PIC employees shall be entitled to three (3) floating holidays per calendar year. Such holidays shall be taken, or will be forfeited. Employees must obtain supervisory approval for taking off time for floating holidays. Such approval shall not be unreasonably denied.

XIX. MEDICAL BENEFITS

Effective January 1, 2004, and during the term of this MOU, the PIC will pay 100% of the medical insurance premium for single employee coverage. Any remaining costs will be covered through payroll deductions.

The parties agree to reduce employee out-of pocket costs for health insurances by identifying and implementing savings, and to pass savings on to employees by reducing premium costs where possible. The PIC will meet with the Union during the term of the MOU in order to discuss such savings, and to consider alternative insurance plan models, such as a cafeteria plan.

XX. RETIREMENT BENEFITS

A. During the term of this MOU, the PIC shall make contributions to an IRC 403(b) plan for eligible employees as follows:

1. Employees covered by this MOU, 21 years of age or older, who have completed at least two (2) years of service, and who work twenty (20) or more hours per week, are eligible for PIC contributions as of the first of the month following the date these eligibility requirements are met.

2. Retirement contributions will be a fixed percentage of gross pay, the rate of which is determined by the Executive Committee of the PIC annually, on or about November 15, for the following Plan calendar year.

3. Employees may elect to make voluntary contributions to their retirement plans up to the maximum allowable by law.

B. Employees covered by this MOU shall receive the following severance benefit: All employees who have accumulated at least fifteen (15) years of employment with the PIC and who voluntarily leave their employment with the PIC with at least 45 days of advance notice or who are involuntarily terminated as a result of a reduction in force, illness, or death shall be paid one week's salary (without additional benefits) for each uninterrupted year they were employed with the PIC prior to February 1, 1995. The maximum benefit permitted under this section shall be thirteen weeks.

XXI. WAGES

During the term of this MOU, the following wage increases shall be implemented:

Effective July 1, 2003, employees shall receive a 3.5% increase. After such adjustment, employees shall receive a \$1,000 increase to annual base wages.

Effective January 1, 2004, employees shall receive a 1.75 % wage increase.

Effective July 1, 2004, employees shall receive a wage increase based on the percentage change in CPI-W for the Bay Area during the twelve month period beginning in June 2003 and ending in May 2004, with the minimum wage increase set at 3% and the maximum increase set at 4%. [Thus, if CPI-W is 2%, employees shall receive a

3% wage increase; if CPI-W is between 3-4%, employees shall receive a wage increase that is the same as CPI-W, and if CPI-W is over 4%, employees shall receive a wage increase of 4%.]

Effective July 1, 2005, employees shall receive a wage increase based on the percentage change in CPI-W for the Bay Area during the twelve month period beginning in June 2004 and ending in May 2005, with the minimum wage increase set at 3% and the maximum increase set at 4%. [Thus, if CPI-W is 2%, employees shall receive a 3% wage increase; if CPI-W is between 3-4%, employees shall receive a rate increase that is the same as CPI-W, and if CPI-W is over 4%, employees shall receive a wage increase of 4%.]

Effective July 1, 2006, employees shall receive a wage increase based on the percentage change in CPI-W for the Bay Area during the twelve month period beginning in June 2005 and ending in May 2006, with the minimum wage increase set at 3% and the maximum increase set at 4%, as described above.

XXII. TERM

The term of this MOU shall be from the date of adoption by the PIC until June 30, 2007.

XXIII. MISCELLANEOUS

A. Beneficial Practices: During the term of this MOU, the PIC shall not "take away" previously established employment benefits within the scope of representation and which are not listed in this MOU, without first providing notice of the proposed change to the Union and opportunity to meet and confer under the MMBA.

B. Savings Clause: Should any part of this MOU be declared invalid by a court of competent jurisdiction, such declaration shall not invalidate the remaining parts of the MOU, and the remaining parts shall remain in full force and effect.

C. Economic Reopener: Should the PIC fail to receive a substantial amount of additional funding to cover the economic increases under the MOU without layoffs, the PIC may require an economic reopener to negotiate with the Union in an effort to agree upon alternative salary and benefits that reduce costs. Such negotiation shall be subject to MMBA meet and confer requirements. If PIC receives unanticipated funding that substantially increases its revenues after negotiation of this MOU, the Union may require the PIC to meet to discuss if and whether economic improvements are appropriate.

D. Cooperation During Reorganization: The parties acknowledge that the PIC intends to implement a reorganization, and this could possibly occur during the term of this MOU. PIC will meet and confer with the Union on salary schedules for any new positions in the bargaining unit that are adopted in the course of a reorganization. Further, PIC will meet and confer with the Union upon request regarding impacts of the reorganization within the scope of representation. The parties acknowledge their mutual commitment to improve the PIC in furtherance of this mission.

PRIVATE INDUSTRY
COUNCIL OF SAN
FRANCISCO, INC.

SERVICE EMPLOYEES
INTERNATIONAL UNION
LOCAL 790

Pamela Calloway, President

Frank Martín Del Campo
Chief Negotiator

Roberta Fazande
Human Resources Manager

Michael Haberberger
Coordinator

Arthur Hartinger, Chief
Negotiator, Meyers Nave

Zenaida B. Paguirigan
Contract Administrator

Kimberly Low
Contract Administrator

Judith D. Villamor
Contract Administrator

Richard Cox Meña
Contract Administrator

Delvon Anderson
Client/Participant Services
Specialist

Leonard Sullivan
LMI Coordinator

Stella Cervantes
Administrative Assistant

APPENDIX A

Positions in SEIU 790 Bargaining Unit

Contract Administrator
Information and Referral Specialist
Client/Participant Services Specialist
Employment and Training Technician
Refugee Program Employment and Training Technician
Senior Clerk Typist
Clerk Typist
Receptionist
IT Help Desk Technician
Information Systems and Applications Specialist I, II
Information Systems Specialist
Quality Control Specialist I
Quality Control Specialist II
Administrative Assistant
Computer Lab Specialist
Universal Client Representative
Grant Accountant
Accounting Assistant
Executive Assistant (for Vice President for Youth)
Job Developer
YO! SF Senior Youth Development Specialist/Case Manager
YO! SF Youth Development Specialist for Intake/Assessment (Jr. Case Manager)
YO! SF Outreach Worker
YO! SF Placement Specialist
Special Projects Associate
LMI Project Coordinator
Payroll Coordinator
Employment and Training Specialist
Economic and Labor Market Research Analyst

Training Provider Specialist
Business Systems Specialist
Data and System Analyst
Accounts Payable Coordinator
Accountant

Side Letter

This side letter is made in connection with the MOU negotiations between the PIC and SEIU Local 790, for an initial MOU.

PIC acknowledges and advises the Union that it will revise its performance appraisal forms such that the certification regarding probationary status will be on the form, and no other certification or notice will be required before an employee may be removed from probation.

Dated: _____
_____ PIC

Dated: _____
_____ SEIU Local 790

Side Letter Regarding Discipline Policy

The Union acknowledges that it was given proper notice concerning the PIC's revision to its discipline policy. The Union will not formally object to this policy (dated 5/5/03) when the Executive Committee adopts it.

The PIC acknowledges that it and the Union have agreed upon a grievance procedure that culminates in binding arbitration for significant discipline.

Dated: _____
PIC

Dated: _____
SEIU Local 790

**Side Letter Regarding Appendix A to Section 1 of the MOU
(List of Positions in the Bargaining Unit)**

Recitals: This side letter is an agreement made between the PIC and SEIU Local 790. In connection with the MOU negotiations between the parties for an initial MOU, the parties narrowed their dispute concerning the scope of the bargaining unit to three positions: Business Services Manager; Disability Program Navigator; and CTI Coordinator. The parties agree that this dispute may be resolved, after the MOU is finalized, in the following manner.

Agreement: Within ninety (90) days of the final approval and effective date of this MOU, either party may submit to the California Public Employment Relations Board (PERB) the issue of whether to modify the unit to include the positions Business Services Manager; Disability Program Navigator; and CTI Coordinator in this bargaining unit. The parties agree to be bound by PERB procedures, and the PERB's final decision, on the issue of whether these three positions are appropriately part of the bargaining unit.

Dated:

PIC

Dated:

SEIU Local 790

Side Letter Regarding
Reorganizations and Layoffs

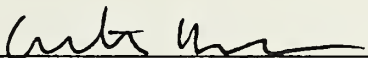
December 12, 2003

In the event of a reorganization that eliminates job titles / classes, and an incumbent holds a position that is eliminated, and is involuntarily separated from PIC, the PIC commits to the following:

1. The PIC and the Union will develop a process to assess skill levels of employees seeking positions in the new organization;
2. The PIC will develop a training program aimed at closing the gaps in existing skills for displaced workers;
3. For those employees who do not achieve a position in the new organization, the PIC will provide a separation package to include: EAP services; job training services; notification of future or alternative job opportunities within the PIC for a period of at least 24 months after separation; and
4. Separated employees shall receive, in exchange for a release, two weeks pay, or three weeks pay if more than fifteen years service. This provision is consistent with, and is not in addition to, the severance payments made pursuant to the layoff section in the MOU.

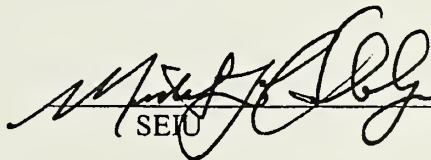
Any changes as a result of reorganization during the term of this agreement that will significantly affect the bargaining unit shall require four (4) months prior notice.

DATED: December 12, 2003



PIC

DATED: December 12, 2003



SEIU



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, it is the desire of the Private Industry Council of San Francisco, Inc. (PIC) to revise its current policies governing employee discipline and appeals; and

WHEREAS, the PIC advised the Service Employees International Union, Local 790 ("the Union") of the proposed revisions, and invited meet and confer;

RESOLVED: That the PIC does hereby adopt the Progressive Discipline and Appeal Policy attached hereto, and it is

FURTHER RESOLVED, that the Progressive Discipline and Appeal Policy attached hereto is effective immediately, and it supersedes and supplants all existing personnel policies providing for or otherwise governing PIC employee discipline policies, including without limitation Section III.H.4 of the Personnel Handbook, Policy and Procedures, Private Industry Council of San Francisco, Inc., and it is

FURTHER RESOLVED, that the President may adopt other changes to the Personnel Handbook, as the President believes necessary or appropriate, subject to the obligation to meet and confer pursuant to the Meyers-Milias-Brown Act; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 14th day of January 2004.

Lynn L. Bunim, Chair of
Workforce Investment Board
And its
Executive Committee

Date

PROGRESSIVE DISCIPLINE AND APPEAL POLICY

Coverage and Scope: This policy shall supersede all existing discipline policies, and covers all employees except those serving a probationary period or employed in "at will" positions. Probationary employees, and those employed in an "at-will" status, may be dismissed or otherwise disciplined without cause, for any reason or no reason, as permitted under California law.

Additional or different discipline procedures may be outlined in a Memorandum of Understanding (MOU). This process controls except and only to the extent it is in specific conflict with an established MOU approved by the PIC.

General Rules of Conduct: It is expected that all employees shall render the best possible service and reflect credit on the PIC. Therefore the highest standards of professional conduct are essential and expected of all employees.

Specific Grounds for Discipline: Causes for disciplinary action against an employee may include, but shall not be limited to, the following:

1. Misstatements or omissions of fact in completion of the employment application or to secure appointment to a position with the PIC.
2. Furnishing knowingly false information in the course of the employee's duties and responsibilities, or other dishonesty.
3. Inefficiency, incompetence, carelessness or negligence in the performance of duties.
4. Violation of safety rules.
5. Violation of any of the provisions of these Personnel rules and regulations, department rules and regulations, PIC policies and/or PIC ordinances.
6. Inattention to duty.
7. Tardiness, or overstaying lunch period.
8. Being under the influence of an intoxicating beverage or non-prescription drug while on duty, when called in for emergency duty, or any other violations of the PIC's drug and alcohol free workplace policy.
9. Disobedience to proper authority, refusal or failure to perform assigned work, to comply with a lawful order, or to accept an assignment from an authorized supervisor.
10. Any violation of the PIC's nondiscrimination policies.

11. Unauthorized soliciting on PIC property.
12. Unauthorized absence without leave; failure to report after leave of absence has expired or after a requested leave of absence has been disapproved, revoked or canceled; or any other unauthorized absence from work.
13. Conviction of a felony, or a misdemeanor involving moral turpitude, or a violation of a federal, state or local law which negatively impacts the employee's ability to effectively perform his/her job or brings discredit to the PIC.
14. Offensive treatment of the public or other employees.
15. Falsifying any PIC document or record.
16. Misuse of PIC property; improper or unauthorized use of PIC equipment or supplies; damage to or negligence in the care and handling of PIC property.
17. Fighting, assault and/or battery.
18. Theft or sabotage of PIC property.
19. Sleeping on the job.
20. Accepting bribes or kickbacks.
21. Intimidation or interference with the rights of any employee.
22. Outside work or any other activity or conduct which creates a conflict of interest with PIC work, which causes discredit to the PIC, negatively impacts the effective performance of PIC functions or is not compatible with good public service or interests of the PIC service.
23. Failure to maintain the necessary license or certification required to perform the duties and responsibilities of the position.
24. Violation of any personnel rules.
25. Any other conduct of equal gravity to the reasons enumerated above as determined by the PIC.

Progressive Discipline: The PIC subscribes to a policy of progressive discipline as described herein. When misconduct, rule violations or performance issues may be corrected without formal discipline – for example, by verbal counseling – the PIC encourages this approach. The PIC will impose lesser forms of formal discipline where appropriate to correct misconduct, and will impose incrementally more severe forms of discipline in the event earlier discipline fails to achieve the desired effect.

The specific type of disciplinary action imposed shall depend on the seriousness of the offense and the relevant employment history of the employee. The PIC reserves its right to impose more severe forms of discipline at the time of the initial offense, depending on the circumstances and business needs of the PIC.

Disciplinary measures may be taken for any good and sufficient cause. However, PIC employees who are employed "at-will," or who are temporary or probationary, are not subject to the requirement of good cause.

Good cause exists, not only when there has been an improper act or omission by an employee in the employee's official capacity, but when any conduct by an employee brings discredit to the PIC, affects the employee's ability to perform his or her duties, causes other employees not to be able to perform their duties, or involves any improper use of their position for personal advantage or the advantage of others.

Disciplinary Actions: The PIC may invoke the following types of disciplinary actions. These actions may be imposed in combination with one another, with time limitations or other restrictions, as determined by the PIC:

- A. Official Reprimand
- B. Suspension Without Pay
- C. Reassignment or Transfer
- D. Reductions in Pay
- E. Demotion
- F. Disciplinary Probation
- G. Discharge/Termination

PROCEDURES FOR IMPLEMENTING DISCIPLINE AND RIGHT TO NOTICE AND APPEAL

Introduction: The following procedures for implementing discipline may be outlined in a Memorandum of Understanding (MOU). This process controls except and only to the extent it is in specific conflict with an established MOU approved by the PIC.

Exclusion for At-Will, Temporary and Probationary Employees: These procedures do not apply to employees who are employed "at will," or who are in probationary or temporary positions. With respect to such employees, the PIC may take any reasonable measure to notify the employee of the discipline, and there shall be no right of appeal.

Authority to Discipline: Any authorized management employee of the PIC may institute disciplinary action for cause against an employee under his/her supervision in accordance with the procedures outlined in these rules.

Minor Discipline: For all discipline actions except for "significant" discipline described below, the PIC shall issue a written notice of discipline, describing the intended discipline, the bases for the discipline, and attaching any documents upon which the discipline is based. The affected employee may respond by submitting a rebuttal to be lodged in the employee's personnel file, but no further appeal shall be required.

Significant Discipline: For the following levels of "significant" discipline, the employee shall also receive notice of the right to respond, either orally or in writing, before discipline is imposed: unpaid suspensions of greater than five days; terminations; reductions in pay; and demotions. The PIC shall set the meeting approximately one week from the date of the notice, unless a different time and date is set by mutual agreement.

The PIC Manager, or designee, shall convene a meeting to review the employee's response and position before imposing discipline. The employee shall be entitled to a representative of his/her choice; provided, however, that the inability of a particular representative to attend the meeting shall not be cause requiring a continuance of the meeting. At the meeting, the employee shall be provided the opportunity to respond to the charges and to present any new information for consideration by the PIC.

At some reasonable time after the employee has been provided an opportunity to respond to the charges, the PIC shall issue a final notice of discipline. The notice shall include the final decision, the effective date of the discipline and the facts upon which the discipline is based.

Appeals from Significant Discipline: For the following levels of significant discipline, the employee shall have the right to appeal from the final decision: unpaid suspensions of greater than five days; terminations; reductions in pay; and demotions. The notice of appeal must be received by the Office of the PIC President within seven (7) calendar days from the date of the final notice of discipline, or the right to appeal is waived and the discipline shall become final.

The appeal shall be heard by an independent hearing officer, to be selected by agreement or by an alternating strike-off procedure from a list of seven (7) hearing officers provided by JAMS, AAA, the State Mediation and Conciliation Service, or another service providing neutral hearing

officers. The PIC shall procure a list from one of these agencies after receiving a timely notice of appeal from the employee.

The costs of the appeal shall be borne equally between the employee and the PIC. Either party may request that the matter be transcribed. The hearing officer shall have the authority to request a deposit from the parties before hearing the appeal to cover the costs of the appeal.

The hearing officer shall have the authority to convene the hearing, receive evidence through testimony and documents and to make recommended findings of fact and conclusions about the discipline. The hearing officer may recommend back pay or reinstatement. The hearing officer shall serve the recommended decision on the PIC President and the employee, but the final authority rests with the PIC President. The PIC President shall serve a final decision, which may adopt, reject or modify the recommendations of the hearing officer, within ten (10) working days after service of the recommended decision.

#675135

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco DOCUMENTS DEPT.

**DRAFT MINUTES OF THE
JANUARY 14 MEETING OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO (WISF) BOARD**

MAR 12 2004

SAN FRANCISCO
PUBLIC LIBRARY

The meeting was held in the Auditorium of Community College District Office located at 33 Gough Street in San Francisco, California 94103.

PRESENT:

Lynn Bunim, Chair, Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

ABSENT:

Philip Day and Dwayne Jones

PIC STAFF:

Delvon Anderson, Cheryl Bertrand, Pamela Calloway, Elizabeth Cano, Jenny Chen, Alice Chiu, Wes Dixon, Karen Hart, Irene Kaufman, Jim Kennedy, Kimberly Low, Zenaida Paguirigan, Marissa Pio Roda, Zelda Saeli, Robert Schwab, Joel Streicker, David Taylor, Adrian Trujillo, Evie Valle and Judith Villamor

PUBLIC (AS EVIDENCED BY THE SIGN IN SHEET):

Mary Archer, Frank Martinez Del Campo, Lisa Gray, Michael Haberberger, Art Hartinger, Don Hesse, Bernard Leung, Tony Lugo, Dan McGrue, and Ernesto Rivas

The meeting was convened at 9:40 AM with a quorum established.

Early Highlights of 2004

Chair Lynn Bunim welcomed the Committee to the first meeting of the year. She shared news of the first WISF Board event of 2004. On January 6th, Mayor Brown (term expired on January 8, 2004) visited the One Stop Center at 3120 Mission and "signed-up" for services as a soon-to-be-dislocated worker. Ms. Bunim reported that the event was successful as there were press coverage from Channel 2 (the Mayor mentioned his visit to the One Stop during an interview with Ross McGowan on Mornings on 2), Channel 4 (his access card to the One Stop was shown), California Job Journal (a state-wide newsletter had an article on One Stop), and El Reportero (a bi-lingual newspaper that is distributed throughout the Mission district featured an article on the event).

Ms. Bunim noted new public officials including Gavin Newson, Mayor of San Francisco and Heather Hiles, Board of Education. She also noted that Governor Schwarzenegger's current emphasis for California: "jobs, jobs, jobs".

On WISF Committee level, the Youth Council has adopted a strategic plan and the One Stop Committee with the Employer Services Committee have adopted innovations for a One Stop Business Plan. She also reported that position papers on the four "off-the-table" issues from the August Board retreat were received and will be shared in preparation of the February 27th Board retreat.

Chair Bunim informed the Committee that a Closed Session (noted on meeting agenda) would not be necessary.

Motion to adopt the agenda was made by Leslie Luttgens and seconded by Abby Snay.
Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman,
Trent Rhorer, Tom Ryan, and Abby Snay
Nays: None
Abstentions: None
Motion passed.

Motion to adopt the minutes of the December 9, 2003 meeting was made by Nathan Nayman and seconded by Rosalie Bulach.
Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman,
Trent Rhorer, Tom Ryan, and Abby Snay
Nays: None
Abstentions: None
Motion passed.

Chair Bunim asked that public testimony be taken at the time of the agenda item.

Item 10 A&B – Staff Recommendations

- A. Private Industry Council, Inc and SEIU 790 Memorandum of Understanding (MOU)*
- B. Revised Progressive Discipline and Appeal Policy*

Art Hartinger, Esq., Labor Relations Counsel to the Executive Committee, presented an overview of the two resolutions. He informed the Committee that SEIU members voted to ratify the MOU and the management negotiation team supports these recommendations.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Leslie Luttgens.
Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman,
Trent Rhorer, Tom Ryan, and Abby Snay
Nays: None
Abstentions: None
Motion passed.

Item 8 A&B – One Stop Committee Recommendations

- A. Proposed Innovations of the One Stop Business Plan*

Robert Schwab presented an overview of the work of the One Stop Committee to develop the following Innovations:

1. The WISF Board reviews and provides comments concerning the budgets of those partner funding sources identified in the WIA and other appropriate partners, in support of the challenge to maximize coordination of public workforce development efforts, deploy resources with integrity, and invest wisely and strategically.
2. The WISF Board reviews and provides comments on the plans of One Stop partner programs, as identified in the WIA, in response to the challenge of designing services based on objective market research and customer needs.
3. The WISF Board establishes clear standards and expectations for operating One Stop Centers, requires evidence of met expectations from the Operator(s), and evaluates options for future designation of One Stop Center Operator(s).

4. The System creates a relevant, employer-friendly capacity for an information and referral system for employer services, employing “central point of contact” and “system navigator” concepts.
5. The System establishes an income-producing division of One Stop system, based on a fee-for-service concept.
6. The System maximizes informed customer choice by providing complete information about the full range of services and financial assistance available.
7. The System launches unified and comprehensive marketing campaign to inform and attract diverse customer segments.
8. The System matches the individual customer need with appropriate service tier and service funding source to optimize customer outcomes and maximize resources.

Brian Murphy offered some language changes:

Innovation #2 Amendment:

The WISF Board reviews and provides comments on the plans of One Stop partner programs, as identified in the WIA, in response to the challenge of designing services based on objective market research and customer needs.

Innovation #4 Amendment:

The System creates a relevant, employer-friendly capacity for an information and referral system for employer services, employing “central point of contact” and “system navigator” concepts.

Innovation #5 Amendment:

The System establishes an income-producing division of One Stop system, based on a fee-for-service concept.

There was no public testimony on this agenda item.

Chair Bunim thanked the Committees for their work.

Motion to adopt the Innovations as amended was made by Brian Murphy and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

B. Department of Rehabilitation (DOR) Memorandum of Understanding (MOU) and the Continuation of Other One Stop Partner MOUs

Robert Schwab presented an overview of the recommendations to approve the One Stop Memorandum of Understanding between the Workforce Investment San Francisco Board and the California Department of Rehabilitation. The MOU for DOR was presented separately from other partners because the California Department of Rehabilitation was unable to adopt the One Stop partner MOU (due to certain language in their governing legislation, Title I of the Rehabilitation Act). After negotiations with representatives of the Department of Rehabilitation, a One Stop MOU was developed that closely parallels the other partner MOUs and meets all the provisions previously adopted while accommodating the language requirements of DOR.

The second recommendation is to approve extending the term of the existing One Stop Memoranda of Understanding for all other partners through June 30, 2004 for each of the One Stop locations at 3120 Mission, 1800 Oakdale, and 801 Turk. Updated services matrices and cost sharing agreements will be included in their MOUs as they are completed.

There was no public testimony on this agenda item.

Motion to adopt the recommendations was made by Rosalie Bulach and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Item 9 A&B – Youth Council Recommendations

A. Youth Council Strategic Priorities

Robert Schwab briefly presented an overview of the proposed strategic priorities to guide the Youth Council's investment of WIA youth funds and policy development.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Brian Murphy.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Chair Bunim asked that there be periodic updates on this particular Youth Council activity.

B. Aligning Private Industry Council, Inc. Youth Service Request for Proposal (RFP) with DCYF RFP

Robert Schwab presented an overview of the recommendation to adopt a principle of a simultaneous and coordinated release of a youth services requests for proposal and review of funding proposals. The Youth Council also recommended that PIC staff be directed to begin discussions with DCYF to determine the best mechanism and timing to achieve the highest level of coordination of a system most consistent with the Youth Council's strategic plan.

Ann Cochrane emphasized that the Youth Council is asking the Executive Committee to approve the recommendation in concept and will keep the Committee apprised.

Chair Bunim thanked the Youth Council for their work.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Brian Murphy.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Item 10 C-E – Staff Recommendations

C. Mayor's Office of Community Development Grant (MOCD)

Pamela Calloway presented an overview of the recommendation to submit a grant proposal to MOCD to fund the Enterprise Zone Vouchering Project for PY July 1, 2004 – June 30, 2005.

MOCD has funded the project in the amount of \$70,000 – \$75,000 since 1998. The project has exceeded its program goal every year since 1998. The annual program goal for PY 2004 is the issuance of 475 voucher certifications to low-income individuals. Staff expects to issue more than 2500 certifications to low-income and above low-income individuals during this program year.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Customized Training Proposals

Robert Schwab presented an overview of the recommendation to approve the funding in the amount of \$10,000 for the San Francisco Hotel/ Restaurant Labor/ Management Education Consortium to operate a customized training program. The total cost of the training is proposed at \$20,000. The San Francisco Hotel/ Restaurant Labor/ Management Education Consortium will match WIA Customized Training Funds in the amount of no less than \$10,000 to train 20-25 individuals.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, and Abby Snay

Nays: None

Abstentions: Tom Ryan

Motion passed.

Don Hesse noted that the program is designed to prepare existing persons occupying entry-level housekeeping/ stewarding jobs to advance into higher skilled and paid positions such as Restaurant Busser, Banquet Busser, Barback and Banquet Houseperson. The result of this training should include both better career-ladder opportunity for participants, and new entry-level participants for which First Source Hiring Administration can provide applicants.

Chair Bunim directed Pamela Calloway to send a letter to Whole Foods, congratulating them on their grand opening.

Self-Sufficiency Standard Index

Robert Schwab presented an overview of the recommendation to adopt the 2003 definition of Self-Sufficiency Standard (SSS) for San Francisco calculated by Dr. Diana Pearce at the University of Washington, in conjunction with Wider Opportunities for Women (WOW) and the National Economic Development Law Center (NEDLC). The Executive Committee was also

asked to delegate authority to staff to automatically update the SSS whenever it is adjusted by WOW and NEDLC.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Item 12 – President's Report

Pamela Calloway presented a brief report on the workforce and economic development statements of new elected officials (Governor Schwarzenegger and Mayor Newsom), the WISF Board's first quarter action plan, and legislative updates. She shared the text of Governor Schwarzenegger's *State of the State* Address that was delivered on January 6th. She highlighted the Governor's comments about jobs and business climate in California (pages 3, 5 and 6 of the Address). She also included an analysis of the Governor's proposed 2004-05 budget prepared by the California Budget Project.

Ms. Calloway informed the Committee that Chair Bunim has been invited to lead a discussion at a January 28th Forum in Sacramento entitled *Jobs and California's Workforce: WIB Dialogue at the Capitol*. This event is jointly sponsored by the California Workforce Association, the California Chamber of Commerce, the California Association for Local Economic Development and the state WIB to engage the Schwarzenegger Administration in a dialogue on improving the workforce system to meet the needs of businesses, increase the skills of workers, and create jobs in California.

At a local level, she provided the Committee the following information from Mayor Newsom:

- Transition Team composition (which included six Board Members: Blecker, Chung, Day, Jones, Melara, Newmark)
- January 5th Transition Team Report to Mayor Newsom on Economic Development (see pp. 3-4; 36-39)
- Inaugural Address delivered January 8th: *A Call for Common Ground*

She also noted that the terms of eighteen WISF Board members expire next month and stated that she would keep the Committee informed on Mayor Newsom's process and decision to fill those vacancies.

She reported that the Board through its Committees is currently working on several major initiatives (information on the initiatives were provided in the Committee reports).

She provided an update on the position papers on the four issues that were requested in preparation for the Board's February 27th Retreat. The deadline for receipt of papers was extended from January 9th to January 12th. She reported that the following WISF Board members submitted position papers: Michael Blecker, Devra Edelman, Terri Feely, Carol Lamont, Trent Rhorer and Abby Snay. Ms. Calloway provided those position papers in her report. Next Steps. These papers were then distributed to all WISF Board members, Committee members, CCA members, and other stakeholders (including posting on the website: www.picsf.org) in preparation for the February 27th retreat. The public would be encouraged to

provide written comments to these position papers by February 5th. Comments received will be distributed to WISF Board members.

She also reported that staff is currently seeking appropriate meeting space for the February 27th Retreat and to engage a facilitator(s) to help ensure that the Board reaches a decision on each issue. The retreat, like all WISF Board meetings, will be a public meeting. Limited time for public comments will be provided at the meeting. She noted that all WISF work products (Next Steps, San Francisco Five-Year Plan, One Stop Business Plan, etc.) will be amended, if appropriate for clarity or to resolve inconsistency, to encompass the priorities adopted by the Board at the February retreat.

Ms. Calloway gave a brief report on the following legislation: Workforce Investment Act Reauthorization, FY 2004 Appropriations (Status of Omnibus Package and WIA Funding Levels '04), Welfare-to-Work Rescission, and Side-by-Side Comparisons of WIA Youth Provisions and YO and National Youth Challenge Grant Programs.

Motion to adjourn was made by Ann Cochrane and seconded by Trent Rhorer.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

The meeting was adjourned at 11:30 A.M.

All written materials distributed at the meeting are posted on the Private Industry Council's website, www.picsf.org, and incorporated by reference herein.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

MAR 12 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday, March 17, 2004

Time: 9:30 a.m. to 11:30 a.m.

Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

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AGENDA APPEARS ON THE REVERSE SIDE

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Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

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Issued: Thursday, March 11, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, MARCH 17, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of Minutes from the January 14, 2004 meeting (*Action Item*)*
4. Committee Reports (Information Item)*
 - A. Employer Services Committee
 - B. One Stop Operations and Services Committee
 - C. Program Resources Committee
 - D. Youth Council
 - E. Finance Subcommittee
5. One Stop Operations and Services Committee Recommendation (*Action Item*)*

Proposed Action: Approval of One Stop System Projected Expenditure Plan for WIA Share of One Stop System Expenses PY '03-04
6. Youth Council Recommendation (*Action Item*)*

Proposed Action: Approval of Adoption of PY 04-PY 06 Youth Services Request for Proposals Solicitation Framework: Calendar, Program Requirements, Program Eligibility, Performance Measures and Selection Criteria
7. Program Resources Committee Recommendations (*Action Items*)*
 - A. Proposed Action: Approval of Welfare to Work Planning Recommendations
 - B. Proposed Action: Approval of Workforce Investment Act (WIA) Adult Carry Forward Funds and PY '04 Program Planning Considerations
8. Staff Recommendations (*Action Item*)
 - A. Proposed Action: Approval of Resolution of Reorganization*
 - B. Proposed Action: Approval of Customized Training Proposals
 - i. In-Home Support Services Consortium to Operate a Caregiver Skills Enhancement Project*
 - ii. In-Home Support Services Consortium to Operate a Vocational English as-a Second-Language (VESL) Project*
 - iii. San Francisco Chamber of Commerce to Operate the Legal Star (Skills Training and Advancement Resources Project)*
 - iv. San Francisco Hotel Consortium/Restaurant Labor Management/Education Funds Project**
 - C. Proposed Action: Approval of Solicitation for Professional Services contract for Hope House: Ending Chronic Homelessness through Employment and Housing*
9. Dismissal of the *Flamenco v. Private Industry Council of San Francisco, Inc.* Lawsuit (Refer to attached Court Order and the "General Release" that led to it.)*
10. Chair's Report (Discussion Item)
11. President's Report (Discussion Item)
12. Public Testimony on Non-Agenda Items (Discussion Item)
13. Future Agenda Items (Discussion Item)
14. Adjournment (*Action Item*)

* Information enclosed.

** Information to follow.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

WISF COMMITTEE REPORT

1. WISF COMMITTEE: Program Resources

2. CHAIRPERSON: Trent Rhorer

3. MEETING INFORMATION:

Date: 3/2/03

Time: 10:00 a.m.

Location: 33 Gough Street

4. COMMITTEE MEMBERS PRESENT:

Trent Rhorer, Linda Grohe, Aileen Hernandez, Michael Blecker, Brian Murphy, Dwayne Jones

5. TIME QUORUM REACHED: 10:25 a.m.

6. ACTION ITEMS DECIDED:

- Recommendations for PY '04 Welfare To Work Funds
- Recommendations for Workforce Investment Act (WIA) Adult Carry Forward Funds

The following items also were discussed:

- Workforce Investment San Francisco (WISF) Board Retreat
- Self-Sufficiency Standard

7. IDEAS, TASKS IDENTIFIED FOR STAFF WORK AND/OR FUTURE MEETINGS:

- Continue Individual Referral Process & Eligible Training Provider List (ETPL) Discussion

8. NEXT MEETING INFORMATION:

Date: April 6, 2004

Time: 10:00 a.m.

Location: 33 Gough

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

WISF COMMITTEE REPORT

1. WISF COMMITTEE: Youth Council

2. CHAIRPERSON: Ann Cochrane

3. MEETING INFORMATION:

Date: Thursday, February 19, 2004 Time: 4:00 PM – 6:00 PM

Location: DHS Born Auditorium, 170 Otis Street, San Francisco, CA 94103

4. COMMITTEE MEMBERS PRESENT:

Ann Cochrane, Lora Gay, Bea Harris, Liz Jackson-Simpson, Dan Whooley, Cedric Yap

5. TIME QUORUM REACHED: Quorum not reached

6. ACTION ITEMS DECIDED:

None, due to lack of quorum.

7. IDEAS, TASKS IDENTIFIED FOR STAFF WORK AND/OR FUTURE MEETINGS:

Agenda moved forward to next meeting.

8. NEXT MEETING INFORMATION:

Date: Thursday, February 26, 2004 Time: 4:00 PM – 6:00 PM

Location: DHS Born Auditorium, 170 Otis Street, San Francisco, CA 94103

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

WISF COMMITTEE REPORT

1. WISF COMMITTEE: Youth Council

2. CHAIRPERSON: Ann Cochrane

3. MEETING INFORMATION:

Date: Thursday, February 26, 2004 Time: 4:00 PM – 6:00 PM

Location: DHS Born Auditorium, 170 Otis Street, San Francisco, CA 94103

4. COMMITTEE MEMBERS PRESENT:

Ann Cochrane, Bea Harris, Vanessa Johnson, Linda Rosel, Dana Serleth, Kar Yin Tham, Barbara Thompson, Cedric Yap

5. TIME QUORUM REACHED: 4:12 PM

6. ACTION ITEMS DECIDED:

Adoption of the minutes for the January 8, 2004 Youth Council Meeting

Adoption of PY 04-06 Youth Services Request for Proposals solicitation framework:

Calendar, program requirements, program eligibility, performance measures and selection criteria as amended and approved.

Adoption of the 2004 Youth Council meeting calendar as amended.

7. IDEAS, TASKS IDENTIFIED FOR STAFF WORK AND/OR FUTURE MEETINGS:

Ann Cochrane and Robert Schwab to work on the framework of the Youth Opportunity (YO!) Program sustainability

8. NEXT MEETING INFORMATION:

Date: Thursday, March 25, 2004 Time: 4:00 PM – 6:00 PM

Location: DHS Born Auditorium, 170 Otis Street, San Francisco, CA 94103

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

WISF COMMITTEE REPORT

1. WISF COMMITTEE: Finance Subcommittee

2. CHAIRPERSON: Brian Murphy

3. MEETING INFORMATION:

Date: 2/5/04

Time: 2:00 p.m.

Location: 33 Gough Street

4. COMMITTEE MEMBERS PRESENT:

Rosalie Bulach, Curt Kirschner, Brian Murphy, Trent Rhorer

5. TIME QUORUM REACHED: 2:10 p.m.

6. ACTION ITEMS DECIDED:

- One Stop Cost Allocation Plan

The following item also were discussed:

- Quarterly Report

7. IDEAS, TASKS IDENTIFIED FOR STAFF WORK AND/OR FUTURE MEETINGS:

- Audit Report

8. NEXT MEETING INFORMATION:

Date: March 18, 2004

Time: 2:00 p.m.

Location: 33 Gough

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: FEBRUARY 2, 2004

FROM: ROSALIE BULACH, ONE STOP COMMITTEE CHAIR

SUBJECT: PROPOSED EXPENDITURE PLANS FOR WIA SHARE OF ONE STOP SYSTEM AND CENTERS BUDGET PY'03 (AGENDA ITEM 5)

ACTION REQUESTED

The Executive Committee is asked to approve the Program Year (PY) 03-04 Draft One Stop System Projected Expenditure Plan for the WIA share of One Stop System expenses.

BACKGROUND

The Workforce Investment San Francisco Board is required to develop and enter into a Memorandum of Understanding (MOU) with the One Stop partners concerning the operation of the one stop delivery system in the local area. The MOU must contain a provision describing how the costs of services and the operating costs of the system will be funded. The Finance Subcommittee is charged with approving this cost sharing plan, and is nearing the completion of that responsibility with cost data supplied by the various partners. The One Stop Operations and Services Committee has the oversight responsibility to review and approve the proposed expenditure plan for the WIA share of the One Stop budget for the administration and operation of the One Stop system, including continued support for the three One Stop Centers.

Earlier this Program Year, the WISF Board approved the a WIA allocation to the One Stop System in the amount of \$995,713, to be used to support the activities related to the '03-'04 operation of the One Stop System.

Currently the One Stop System is operating without an approved budget, and while the cost sharing plan is not yet final and agreed to by all partners, WIA resources are necessary for the effective and efficient operation of the One Stop Centers and other System elements. Given, known and projected cost information and the amount of WIA dollars set aside for One Stop System support, staff worked with the One Stop Centers' Operator to prepare an expenditure plan for the WIA share of One Stop system expenses.

The attached expenditure plan meets both revised center expense projections and recommended system-wide costs. It should be noted that the lack of an approved budget delayed certain expenditures and therefore reflects only a portion of the annual costs of those items.

RECOMMENDATION

Adopt the attached One Stop System Expenditure Plan for the WIA share of One Stop System expensed for PY '03-04.

Attachment

[illegible]

Note A: Operator should ensure that individual center marketing remain consistent with unified and comprehensive marketing campaign

Note B: Actual costs, based on an adopted cost sharing plan, in an amount not to exceed \$570,646.00

Draft One Stop System Projected Expenditure Plan for WIA Share of PY 03-04 One Stop expenses

		Original Consortium Request	Revised Consortium Request	Staff Recommendation
1800 Oakdale Street				
<u>Operation Cost</u>				
	Customer use computer maintenance (16) @ \$380	\$6,080.00		
	Replace 8 computers	\$16,000.00		
	PESCO	\$6,500.00		
	Helpline subscription	\$2,400.00		
	Resource directory renewal license	\$500.00		
	Video Professor software	\$770.00		
	Subtotal for this section	\$32,250.00	\$ 29,949.89	
<u>Personnel</u>				
	(1) Universal Customer Representative	\$42,951.00		
	Subtotal for this section	\$42,951.00	\$ 10,737.00	
<u>Staff Development Activities</u>				
	Staff training	\$850.00		
	Subtotal for this section	\$850.00	\$ 4,350.00	
<u>Cost Related to Shared Space</u>				
	Marketing/Outreach	\$5,000.00		
	Resource Materials	\$2,000.00		
	Supplies & Equipment	\$3,000.00		
	Workshop Equipment	\$3,096.00		
	Subtotal for this section	\$13,096.00	\$ 10,596.00	
	TOTAL FOR 1800 OAKDALE	\$89,147.00	\$ 55,632.89	\$ 55,632.89
				See Note C

Note C: Actual costs, based on an adopted costs sharing plan, in an amount not to exceed \$55,632.89

801 Turk Street			Original Consortium Request	Revised Consortium Request	Staff Recommendation
<u>Operations Cost</u>					
Computer & equipment					
Customer use computer maintenance (12) @\$380/yr		Customer use computer maintenance (12) @\$380/yr	\$4,560.00		
		Integrate (3) PCs in lobby & maintenance	\$1,440.00		
		(5) PESCO	\$6,500.00		
		Annual PESCO software maintenance	\$700.00		
		Non-reusable workbooks & printing	\$5,000.00		
		Subtotal for this section	\$18,200.00	15,700.00	
<u>Personnel</u>					
				\$ -	
<u>Staff Development Activities</u>					
Staff Training		Staff Training	\$850.00		
			\$850.00	\$ 850.00	
<u>Cost Related to Shared Space</u>					
		(30) tables & (6) chairs for conference room	\$14,250.00		
		ADA improvements	\$15,000.00		
			\$29,250.00	\$ 7,500.00	
		Subtotal for this section			
		TOTAL FOR 801 TURK	\$48,300.00	\$ 24,050.00	\$ 24,050.00
					See Note D

Note D: Actual costs, based on an adopted cost sharing plan, in an amount not to exceed \$24,050.00

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: FEBRUARY 26, 2004

FROM: ANN COCHRANE, YOUTH COUNCIL CHAIR

SUBJECT: SOLICITATION FOR PY 04-06 YOUTH SERVICES (AGENDA ITEM 6)

ACTION REQUESTED

The Executive Committee is asked to approve the attached youth services request for proposals solicitation framework, which includes: Calendar, Program Requirements, Program Eligibility, Performance Measures, and Selection Criteria.

BACKGROUND

The Workforce Investment Act requires that local Workforce Investment Boards identify eligible providers of youth activities by awarding grants or contracts on a competitive basis, based on the recommendations of the Youth Council, to selected youth services providers to carry out youth activities consistent with requirements of the Act. In addition, the Workforce Investment Act challenges local communities, through the Youth Council, to establish a collaboration that brings together school, community organizations, training providers and others to create a comprehensive and cohesive youth services system.

The Youth Council recently concluded a strategic planning process that articulated a vision, mission and purpose of a comprehensive youth services system built on a youth development framework. The plan outlines primary and supportive strategies to achieve that vision including an emphasis on high school graduation or certification and focus on occupational preparation that leads to youth employment and a successful transition to adulthood.

The Youth Council's strategic priorities were integrated with the WIA youth services program requirements and design criteria to form a solicitation framework. That framework attempts to address both the minimum WIA requirements while encouraging proposals that contribute to the Youth Council's vision of a comprehensive and coordinated system of care. The solicitation framework was also developed to allow for the greatest possible alignment with the request for proposals planned by the San Francisco Department of Children, Youth and Their Families.

RECOMMENDATION

The staff recommends that the Youth Council adopt, subject to approval of the WISF Board, the attached solicitation framework, calendar, program requirements, performance measures, and selection criteria and that staff are accordingly authorized to release a request for proposals for youth services to be funded by multiple funding sources as appropriate and resulting in annual cost reimbursement contracts, renewable through the PY 2004 – 2006 solicitation period.

CALENDAR

EVENT	DATE
Staff Recommendations to Youth Council	February 12, 2004
Youth Council approval of RFP program design and selection criteria per WISF Board approval subject to contingencies.	February 26, 2004
Announcement and Issuance of RFP and schedule	February 27, 2004
Bidders Conference/Technical Assistance Workshop	March 4, 2004
Due date for Proposals	April 6, 2004 by 5:00 PM
Proposal review	April 6, 2004 to April 19, 2004
Joint review with DCYF & PIC Staff	April 21 – 22, 2004
PIC Staff Funding Recommendations	April 27, 2004
Youth Council Approval	May 4, 2004
Executive Committee Approval	May 12, 2004
Issue Letters of Intent to Subcontractors	Mid-May 2004
Contract Negotiations	Mid-May 2004 to June 30, 2004
* Mayor/Workforce Investment San Francisco Board (WISF) approval of Funding Recommendations	June 16, 2004
Contract Begins	July 1, 2004
First Year of Contract Ends	June 30, 2005

*The Board of Directors may be asked to act for the Private Industry Council of San Francisco, Inc. at an earlier date.

PROGRAM REQUIREMENTS

I. YOUTH COUNCIL VISION

The Youth Council's vision is that San Francisco offers a comprehensive and coordinated system of care, which provides a continuum of quality services to ensure all youth are equipped with the skills, knowledge and abilities to prepare them for successful employment, academic and life choices by age 25. The Youth Councils mission and purpose is to ensure quality, safe and healthy learning environments and opportunities, built on youth development principles, which lead to a high school diploma or certificate, and successful transitions to work or further education.

The conditions one would find in a comprehensive youth serving system include, but are not limited to:

1. Youth are aware of options/services available to them;
2. Environments for learning and services are safe;
3. Networks of support for youth are available and apparent;
4. Caring adults are involved in supporting youth to attain goals;
5. Access is present for achieving educational and employment support;
6. A continuum of care exists that supports all areas of youth development;
7. The investments made are strategic and connected to other resources;
8. Services and support are ongoing and outcome based, not time/age based;
9. Intake, referral and assessments are common and shared between agencies;
10. Neighborhoods are receiving services that address local concerns;
11. Individual service plans exist for youth and are used across agencies.

II. YOUTH DEVELOPMENT PRINCIPLES

Youth Development is the ongoing process in which all young people are engaged and invested while attempting to meet their basic personal and social needs and to build competencies necessary for successful adolescent and adult life. It is an approach, framework, and a way to think about young people that focus on their capacities, strengths and developmental needs, rather than on their weaknesses and problems. All young people have basic needs that are critical to survival and healthy development.

- A. These needs include but may not be limited to:
 - A sense of safety and structure
 - Belonging and membership
 - Self-worth and ability to contribute
 - Independence and control over one's life
 - Closeness and several good relationships
 - Competency and mastery

B.

- *Adult Support/caring and knowledgeable Adults* – Effective youth initiatives connect young people with adults who care about them and who serve as role models.
- *Structure and Expectations* – Youth interventions must set clear and high expectations for young people while carefully supporting each young person so they can attain them.
- *Creative forms of learning* – Learning should be engaging and relevant, with curricula and teaching strategies that are creative, substantive, and attuned to the learners and to provide effective pathways to finish high school, or move into post secondary education or employment.
- *Holistic approach* – Treating individual holistically may provide sufficient protective factors to overcome a variety of risk factors, thus preventing one or more of many behavioral indications of deeper problems manifested by young people.
- *Youth as resources* – Programs should move away from focusing on eliminating youth deficits to supporting youth assets.
- *Implementing quality* – Programs clearly work better when they are thought through and well managed.
- *Follow-up Services* – Programs offering services over a long period of time, possibly many years, foster trust in youth because there is time to develop relationships with caring, knowledgeable adults.

III. PROGRAM DESIGN

- A. Provide participants with an objective assessment of the academic levels, skill levels and service needs, which shall include:
- A review of basic skills
 - Occupational skills
 - Prior work experience
 - Employability
 - Interests
 - Aptitudes (including interests and aptitude for nontraditional jobs)
 - Supportive service and developmental needs
- B. Develop service strategies for each participant that shall identify:
- For non-completers, a goal to return to Middle/High School for completion or to achieve a High School Diploma equivalency (Note: If equivalency is the goal, then the assessment must clearly explain why return to Secondary School for completion is not realistic)
 - An educational goal (post-secondary education, advanced training, as appropriate).
 - An employment goal (including, in appropriate circumstances, nontraditional employment)

- Achievement Goals (as appropriate: skills attainment, recognized credential relating to achievement of educational or occupational skills). Example: Job Readiness, Increase Grade Level, and Enter SAT Prep.
- Appropriate services for the participant taking into account the assessment

C. Provide for participants:

- Preparation for postsecondary education opportunities in appropriate cases
- Strong linkages between academic and occupational learning
- Preparation for unsubsidized employment in appropriate cases
- Effective connections to intermediaries with strong links to
 - The job market
 - Local and regional employers

IV. PROGRAM ELEMENTS

WIA Youth programs shall provide elements consisting of:

- Tutoring, study skills training or remedial education to address academic deficits, and instruction leading to completion of secondary school, including dropout prevention strategies
- Alternative secondary school and GED preparatory placement
- Summer employment opportunities that are directly linked to academic and occupational learning
- Paid and unpaid work experiences including internships and job shadowing
- Occupational skills training as appropriate
- Leadership development and community service opportunities which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate
- Supportive services
- Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months
- Follow up services for up to twelve (12) months after completion of participation, as appropriate
- Comprehensive guidance and counseling including substance abuse, mental health and other issues as needed.

PROGRAM ELIGIBILITY

- Youth not less than 14 and not more than 21 years old
- Be authorized to work in the United States
- Males 18 and above must be registered as required under the Selective Service Act
- Meet the San Francisco Substandard Income Criteria (low-income); and
- Is an individual who is one or more of the following:
 - Basic Literacy Skills Deficient
 - Homeless or Runaway
 - School Dropout
 - Foster Child
 - Pregnant or Parent
 - Offender
 - Disabled, including learning disability
 - Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals
 - Other locally defined barriers by the WISF Board that would require an individual additional assistance to complete an educational program or to secure and hold employment:
 1. a student enrolled in special education
 2. a student maintaining less than a "C" average
 3. a truant (one who stays out of school without permission)
 4. a person with limited English proficiency
 5. a non-custodial parent
 6. a person with a substance abuse problem
 7. a resident of an Enterprise Community
 8. a resident of public housing or member of a family receiving Section 8 rental assistance
 9. an emancipated youth
 10. a youth who has not held a job for more than 13 weeks in the last 12 months (for older youth)

PERFORMANCE MEASURES

YOUTH AGES: 14 – 18

- Attainment of basic skills and, as appropriate, work readiness or occupational skills (skill attainment = goals attainment);
- Attainment of secondary school diplomas and their recognized equivalents;
- Placement and retention in post-secondary education or advanced training, or placement and retention in military service, or employment, including qualified apprenticeship;
- Return to Middle/Secondary school

YOUTH AGES: 19 – 21

- Entry into unsubsidized employment, military service, or qualified apprenticeship;
- Retention in unsubsidized employment 6 months after entry into employment;
- Earnings received in unsubsidized employment 6 months after entry into employment;
- Return to school;
- Attainment of a recognized credential relating to achievement of educational or occupational skills;
- Entry into post-secondary education or advanced training;
- Customer satisfaction from youth and employers

SELECTION CRITERIA

	CRITERIA	POINTS
A.	Program Design <ul style="list-style-type: none"> • Emphasis on High School Completion/Employment Preparation/Entering Post- Secondary education. • Alignment with Youth Council's Strategic Priorities and the Workforce Investment Act. • Incorporation of Youth Development Principles. • Consistency with Workforce Investment Act's program design requirements • Neighborhood-based • Youth/Parental/Adult Involvement 	40
B.	Organization and Coordination <ul style="list-style-type: none"> • Evidence of providing culturally competent services • Leveraging other funds for program • Ability to provide comprehensive services through formal relationships with other providers 	30
C.	Services to Priority Population <ul style="list-style-type: none"> • Alignment with Youth Council's priority population (out-of-school youth; youth not on track to graduate high school; youth in juvenile justice and foster care systems; pregnant and parenting teens) • Ability to recruit WIA eligible Youth Council priority population 	20
D.	Administration and Financial Management <ul style="list-style-type: none"> • Prior experiences in managing public and private grants • Program evaluation • Participant record keeping 	10

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE **DATE:** MARCH 2, 2004

FROM: TRENT RHORER, PROGRAM RESOURCES COMMITTEE (PRC) CHAIR

SUBJECT: RECOMMENDATIONS FOR WELFARE-TO-WORK FUNDS FOR PY '04 [JULY 1, 2004 TO JUNE 30, 2005] (AGENDA ITEM 7A)

ACTION REQUESTED

The Executive Committee is asked to approve an expenditure plan for welfare-to-work funds for Program Year (PY) 2004.

BACKGROUND

On March 23, 2001, the Private Industry Council, Inc. issued a Request for Proposals (RFP) and Request for Qualifications (RFQ) for Employment and Training Services for CalWORKs, PAES and Non-Custodial Parents. This solicitation covered a three-year funding period, beginning July 1, 2001 and expiring on June 30, 2004.

In April 2003, for welfare-to-work individual referral contracting, the Workforce Investment San Francisco (WISF) Board approved, in addition to those that responded to the RFQ and those listed on San Francisco's Eligible Training Providers List (ETPL), the use of training providers approved by the California Bureau for Private Post-Secondary and Vocational Education (BPPVE),.

WELFARE-TO-WORK FUNDING SITUATION

President Bush signed the FFY 2004 Omnibus Appropriations Bill on January 23, 2004. Effective the following day, the PIC's authority to expend any remaining 1999 Formula WtW Funds was rescinded. With the loss of these funds, the PIC is no longer able to serve low-income custodial parents, former foster care youth or non-custodial parents. The PRC also regrets that due to reductions and restrictions in State and federal funds, wages in welfare to work activities are no longer able to be subsidized.

In addition, there are some activities, such as the vocational English-as-a-Second Language (VESL) Immersion Program, legal services, and MUNI training program, which the San Francisco Department of Human Services (SFDHS) will administer internally in an effort to reduce overhead and increase program effectiveness.

With the rescission of the 1999 WtW Formula Funds and the discontinuance of both State Match funds and Incentive funds, we are left with only three sources of funding available for the program year that begins July 1, 2004:

1. CalWORKs,
2. greatly reduced San Francisco General Funds, and
3. Food Stamp Employment & Training (FSET) funds.

The SFDHS has experienced a reduction in funding of \$5.2 million dollars. Additionally, SFDHS has been instructed by the Mayor's office to prepare for an additional 15% reduction plan, or, a further reduction of \$6.5 million dollars.

The funds available below (PY 04 – 05) covering the period July 1, 2004 through June 30, 2005, represent a **42% funding reduction** from PY 03 - 04.

	CW Block Grant	WtW Formula Funds	S.F. General Funds	FSET (Food Stamp Funds)	Totals
PY 03-04	\$719,983	\$728,460	\$644,000	\$276,000	\$2,368,443
PY 04-05	\$662,400	\$0	\$108,000	\$612,000*	\$1,382,400

*FSET was increased to leverage matching federal dollars to serve the General Assistance population.

RECOMMENDATION

To ensure:

- The highest level of customer choice,
- That training is based on the individual needs of the clients,
- That training meets the demands of the local economy, and
- That all training dollars are used (no unfilled, pre-paid training slots in classes),

It is recommended that all training be funded on an individual referral basis. It is also recommended that potential training providers be approved by the BPPVE, California Department of Education (CDE), or Chancellor's Office of the California Community Colleges (COCCC).

It is estimated that 213 persons will be served at an average cost of \$6,500 per participant.

If you have any questions prior to the March 17th Executive Committee meeting, please call Mike Peters, 431-8700, at PIC, or Briana Moore Wirrom, 557-5456, at SFDHS.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE **DATE:** MARCH 2, 2004

FROM: TRENT RHORER, PROGRAM RESOURCES COMMITTEE (PRC) CHAIR

SUBJECT: WORKFORCE INVESTMENT ACT (WIA) ADULT CARRY FORWARD FUNDS
AND PY'04 PROGRAM PLANNING CONSIDERATIONS (Agenda Item 7B)

ACTION REQUESTED

For the WIA Adult Formula-allocated program, the Executive Committee is asked to approve an expenditure plan for \$38,603 in unexpended "roll-over" funds from last year, and consider an implementation plan for the Program Year '04-'05 beginning July 1, 2004.

BACKGROUND

The Workforce Investment Act (WIA) provides three annual formula allocations to San Francisco through the PIC for services to job and training seekers. These funding streams create programs for adults, dislocated workers, and youths.

With regard to the WIA Adult Formula program, for which \$2,688,717 was allocated in the current year, funds are divided into three service objectives: [1] for employment and training through group subcontracts for individuals with multiple barriers to employment who are low-income, [2] for employment and training through Individual Referral (IR) subcontracts for individuals with multiple barriers to employment whose family income falls below a local Self Sufficiency Standard, and [3] for employer-matched Customized Training activities.

ACTION ITEM: USE OF \$38,603 IN CARRY-OVER FROM LAST YEAR

Today the PRC met to invest \$38,603 in "carry-over" funds left over from the Program Year that ended June 30, 2003. The options were to (a) distribute the fund pro-rata to all non-IR subcontractors, or (b) contribute the carry-over to the IR pool to serve additional adults with individualized assessments and choice of training.

Because the pro-rata amounts are smaller than the cost per participant of most of the programs, only four additional participants would be served. Staff reported that \$111,000 of the \$190,000 IR pool was obligated in executed contracts, and contracts for another \$68,000 were currently in negotiations. An additional six to eight IR clients could be served with the carry-over funds.

RECOMMENDATION

The PRC recommends that the \$38,603 in carry-over funds be added to the Individual Referral pool to serve additional adults with individualized assessments and choice of training.

PLANNING FOR WIA PROGRAM YEAR '04-'05 BEGINNING JULY 1, 2004

After reviewing WIA Adult performance for Program Year '02-'03 and for the first six months of the current Program Year, including enrollments and planned participant characteristics, both group and individual training methods appear highly successful:

- Group placement rate was **80%** (175 employed of 218 exits).
- IR placement rate was **71%** (12 employed of 17 exits)
- **Overall, 187 of 235 were employed at exit, at an average wage of \$10.60.**

Program Year '04-'05 WIA allocations will be announced within the next 60 days. Staff is prepared to recommend that WIA funds be distributed to high performing current group subcontracts, to IR, and to employer-matched Customized Training, if all methods prove effective.

The subcontracts currently active may be extended for up to two additional years, without additional solicitation, depending on actual performance and local priorities. Local priorities that have been discussed by the WISF Board and Mayor Newsom since last year, which may affect PRC decision-making, include —

- change in labor market demand,
- “next step” actions developed at the August 2003 and February 2004 retreats,
- innovations in the One Stop System Business Plan, and
- the Mayor’s focus on the city’s Southeast sector.

As soon as allocations are announced, and providing that the Executive Committee has completed its strategic budgeting, staff will return to the PRC with comparisons of —

- subcontract performance (employment rate, plan-versus-actual goal achievement),
- self evaluations from each of the current group training subcontractors,
- employment occupations of those participants who have exited,
- residential zip codes of enrolled participants by subcontract, and
- specific dollar recommendations.

I will be present at your meeting on March 17. If you have questions before the meeting, please call Brenda Brown at 923-4264, Karen Hart at 923-4260 or Wes Dixon at 923-4261.

cc: WIA Adult Subcontractors



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

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MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: MARCH 10, 2004

FROM: PAMELA S. CALLOWAY, PRESIDENT

SUBJECT: RESOLUTION FOR REORGANIZATION (AGENDA ITEM 8A)

ACTION REQUESTED

The Executive Committee is asked to adopt a resolution to articulate the design criteria for reorganization of the PIC, Inc.

BACKGROUND

The Private Industry Council of San Francisco, Inc. (PIC) was founded in 1979 "...to operate a private industry council under the Federal Comprehensive Employment and Training Act and regulations thereunder, as in effect from time to time" (current Articles of Incorporation).

In March 2000, the Council (predecessor to the current Workforce Investment San Francisco Board) articulated the desire that PIC successfully change. Change was and is required because PIC's formal organization structure does not support portfolio growth (or reduction), staff development (skills gap exist), or the development of private sector employer relationships. In addition to grants administration, PIC now also: (1) provides policy support to a 49-member Board to effectively connect workforce to economic development in San Francisco; (2) provides services to employers as a customer of the public workforce development system; and (3) provides resource to assist in the development of the One Stop System, including Centers as a "retail outlet" for publicly funded workforce services.

In March 2000, PIC had 61 employees at three sites; 15 employees reported directly to the President and 60% had been with PIC at least 15 years. In March 2004, PIC has 138 employees at ten sites. Eight employees currently report to the President. SEIU was recognized in 2002 as the representative of 60% of the workforce. The MOU with SEIU was approved by the Committee at its meeting on January 14, 2004.

RECOMMENDATION

Staff recommends that Executive Committee adopt the attached resolution.

Attachment



PRIVATE INDUSTRY COUNCIL
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EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, in 2001 the Private Industry Council of San Francisco, Inc. (PIC) articulated its mission to maintain a comprehensive local workforce investment system; and

WHEREAS, the PIC is committed to create training, employment and career opportunities for unemployed and underemployed San Francisco residents; assist San Francisco and Bay Area employers to hire, train and develop a workforce that will meet the challenges of this millennium; effectively administer resources for workforce services, job training and employment; and build additional resources for organizational sustainability; and

WHEREAS, the PIC will continue to provide staff and policy support to the Workforce Investment San Francisco Board appointed by the Mayor of San Francisco, and to its committees; and

WHEREAS, the PIC has determined that it must restructure and reorganize in order to meet its mission in a fiscally responsible manner;

NOW, THEREFORE, BE IT RESOLVED, that the PIC hereby authorizes its President to implement a restructuring that substantially meets the following criteria:

First, the new organization must be designed in an effort to further the new mission of the PIC and to support the vision of the Mayor for workforce and economic development in San Francisco;

Second, the new organization must be fiscally sound - i.e., expenditures must not exceed revenue;

Third, the President shall endeavor to complete the reorganization with attention to the appropriate layers of PIC management and supervision;

Fourth, the new organization shall address and initiate those innovations adopted by the WISF Board with respect to the One Stop System;

Fifth, the new organizational structure shall emphasize excellence in customer-focused service: performance and improved levels of accountability;

Sixth, any reorganization must observe those commitments made in the labor agreements between the PIC and the Service Employees International Union Local 790;

Seventh, the PIC shall continue to strive toward becoming a model workplace - i.e., a workplace that embraces modern technology; provides appropriate training and job opportunities; fosters diversity; improves performance accountability; and encourages personal development, job skills and competencies.

FURTHER RESOLVED: That the Executive Committee authorizes the President to carry out administrative and staffing changes to implement a restructuring consistent with this resolution;

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 17th day of March 2004.

Lynn L. Bunim, Chair of
Workforce Investment Board
And its
Executive Committee

Date

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: MARCH 17, 2004

FROM: PAMELA S. CALLOWAY, CHIEF OF STAFF

SUBJECT: RECOMMENDATION TO APPROVE CUSTOMIZED TRAINING FUNDING TO THE IN-HOME SUPPORT SERVICES CONSORTIUM TO OPERATE A CAREGIVER SKILLS ENHANCEMENT PROJECT (Agenda Item 8Bi)

ACTION REQUESTED

The Committee is asked to approve funding in the amount of **\$4,000** for In-Home Support Services Consortium (IHSS) to operate a customized training program with Arriba Juntos as the selected training provider. The total cost of the training is \$8,000. The IHSS will match WIA Customized Training Funds in the amount of no less than \$4,000 to train existing workers in caregiver skills enhancement.

BACKGROUND

On April 11, 2003, the Executive Committee adopted the Customized Training policy recommendation by the Employer Services Committee. The intent of the Customized Training Program is to meet the special skills requirements of an employer or a group of employers. The training is typically provided by a third party trainer selected by the employer. The training is targeted for unemployed individuals or employed individuals who earn less than the self-sufficient wage as determined by the Board. The employer is required to cover at least 50% of the training cost.

On February 27, 2004, the IHSS and Arriba Juntos jointly submitted a proposal for funding of a Customized Training project.

Based on staff's review of the proposal, the Program intends to train 40 individuals, who earn between \$10.28 to \$10.48 per hour. The Program is designed to teach existing home care workers job skills that are vital to job competency. Better quality of care to the IHSS patients, greater job retention and job satisfaction amongst the trainees and increase in work hours are the intended results of this training.

The duration of the course is 20 hours. The class will meet from Monday to Friday, 4 hours per day. The employer expressed good faith efforts in retaining and advancing individuals upon successful completion of the training. Advancement takes the form of more work hours. Trainees successfully completing the training are expect to earn

priority for getting more work hours, thus increasing their pay. As a result of the above observations, staff believes that the proposal meets all the requirements outlined in the Customized Training policy.

RECOMMENDATION

Staff recommends that the Executive Committee approve the requested **\$4,000** funding for this Customized Training project.

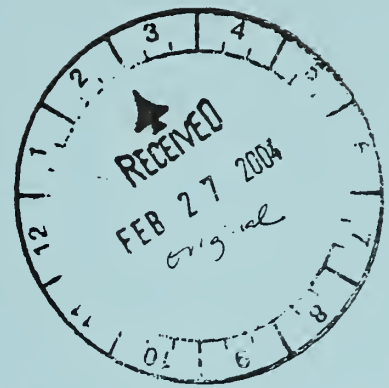
If you have any questions prior to the meeting, please contact Robert Schwab at (415) 431-8700.



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CUSTOMIZED TRAINING PROPOSAL



I. EMPLOYER INFORMATION (To be completed by Employer):

Company: In-Home Supportive Services Consortium Telephone #: 415-255-2079
Address: 1453 Mission Street, Suite 520 Training Site Address (If Different):
San Francisco, CA 94103 1850 Mission Street
San Francisco, CA 94103
Name & Title of Contact Person: Margaret Baran, Executive Director
Individual(s) Authorized to Sign Invoices: Margaret Baran, Bonnie Anderson, Connie Revore, Maria Peterson
Federal Employer Identification Number: 942985244
State Identification Number: 3822467
Workers' Compensation Policy Carrier: State Compensation Insurance Fund
Workers' Compensation Policy No.: 000000, Group #CONTOU Expiration Date: May 6, 2004
Number of full-time employees: Apprx. 450 Incorporated: YES [] NO [X]

II. TRAINING PROVIDER INFORMATION (To be completed by Training Provider):

Organization: Arriba Juntos Telephone#: 415/487-3240
Address: 1850 Mission Street, San Francisco, CA 94103
Name & Title of Contact Person: Dalila Ahumada, Executive Director
Federal Employer Identification Number: 94-1663434
PIC's Eligible Training Provider Lists (ETPL) Number (if applicable) _____

(See Attachment A "Approval Certifications")

III. INSTRUCTOR'S QUALIFICATION (To be completed by Training Provider):

Name & Title of Instructor: Adolfo Echeverry
Years of Relevant Experience: Two+ years (resume attached/See Attachment B)

Does he/she have a teaching certificate or other credential (if yes, please attach a copy)?

References: Please attach at least two clients for which comparable training was performed by you.

IV. TRAINING PROGRAM DATA (To be completed by Employer and Training Provider): (use an attached sheet is necessary)

A	B	C	D
Trainee Name (For Current Employee)	Participant(s) Job Title (For Current Employee)	Pre- Training Wage	Post Training Title
In Home Supportive Services Skills Enhancement Training 40 Clients (20 hours)	Home Care Providers	10.28- 10.48	Participant's skills are enhanced to increase marketability resulting in an increase in work hours.

(a) Recruitment:

Do you need help in the recruitment of trainees? No

If so, how many trainees do you need to recruit? N/A

(b) Qualification:

Do you have an employee minimum qualification skill set? This would be a set of expected employee skills such as literacy and fluency in English, appropriate grooming skills, and the like.

☒ **Yes (please attach)**

☐ **No Attachment C**

Would you like PIC to provide one for you?

☐ **Yes**

☒ **No X**

V. TRAINING COST (To be completed by Training Provider):

Complete and attach forms CTP 100 and CTP 222 as this will constitute your PIC invoice upon acceptance of proposal.

	Cost
A. INSTRUCTIONAL COST	7,872
B. TRAINING MATERIALS	128
C. TRAINING FEES	
TOTAL	8,000

VI. ORGANIZED LABOR CONCURRENCE: *(If under collective bargaining agreement, to be completed by Employer)*

Concurrence Given By: Leon Chow

NAME OF UNION REPRESENTATIVE

Title: Assistant Director, Homecare Division

Date: 2/18/2004

VII. TRAINING OUTLINE (to be completed by Employer and Training Provider)

OES JOB TITLE: N/A

OES #: N/A

EMPLOYER'S TITLE FOR THIS JOB: Home Care Providers

To Be Completed By the Training Provider

Include a detailed outline of training to be provided, tasks to be learned, and approximate hours of training required for each task. (Use an attached sheet if necessary.)

They will receive Certification of Completion. For details about curriculum and evaluation Tools (See Attachment D).

To Be Completed By the Employer

Provide a thorough description of the job skills for which training is being requested. (Use an attached sheet if necessary.)

See attached Job Skills Description (See Attachment E).

To Be Completed By the Employer

(1) How would you define successful completion of training program? Please be specific, as this definition will be used to evaluate success of training program and the participants' suitability for post training placement/ advancement. (Use an attached sheet if necessary.)

Successful completion of the Skills enhancement training will be defined by the following participant outcomes:

1. Ability to follow agency policies and procedures.
2. Disciplinary actions will be decreased.
3. Gain greater job satisfaction by becoming more self-sufficient, competent and confident in the ability to perform job responsibilities.
4. Increased workload stability
5. Increased client satisfaction

(2) Do you have an assessment tool to assess trainee's skills attainment?

XX ☒ Yes

☐ No

If yes, please attach.

(See attachment F)

(3) Please detail the number and type of positions that you plan to open, or the number of employees and type of positions that you plan to advance upon successful completion of the training. (Use an attached sheet if necessary.)

After completion of the training program, the participants will have more job assignments. On a monthly basis, our organization recruits, approximately 10-15 Home Care Providers.

EMPLOYER ASSURANCES

As a condition of the Customized Training Agreement, the Employer must:

1. Identify customized training program participants.
2. Make good faith effort to hire or advance trainee(s) at the successful completion of the training within 30 calendar days. Advancement must take the form of wage increase, work hour increase, benefit increase or a combination of all three.
3. For the training of existing employees, provide the participants with an increase in benefits or earnings, *and* a greater potential for career advancement when compared with those received prior to their training.
4. Insure all trainees are not currently earning a self-sufficient wage that has been determined by the Local Board as \$13.78 per hour or \$2,388.93 per month. Providing supporting documentation such as salary records, W-2 forms or the like will satisfy this.
5. Fully complete Training Outline.
6. Pay at least 50% of the training cost plus any agreed upon administrative costs.
7. Make payment of the Employer Contribution to the PIC in two installments; 50% upon signing of the agreement, and the balance upon completion of the training program *regardless* of trainee(s)' training performance outcome.
8. Provide periodic data to PIC for monitoring review and continuous improvement purposes.

PIC ASSURANCES

As a condition of the Customized Training Agreement, the PIC will:

1. Administer the customized training funds.
2. Monitor the training provider's performance.
3. Facilitate communication between the employer and the training provider.
4. Report monthly, quarterly and annual program outcomes as needed for the Employer, the Training Provider and the WIB Employer Services Committee.
5. Provide trainee's eligibility certification.
6. Provide authorization of enrollment subject to the Employer's selection.
7. Retain license or title to intellectual, personal, and real property produced or purchased under the agreement.
8. Approve Employer's successful completion criteria.

TRAINING PROVIDER ASSURANCES

As a condition of the Customized Training Agreement, the Training Provider must:

1. Comply with all provisions of state and federal equal opportunity and nondiscrimination laws including but not limited to: Title VI and VII of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973; and the Americans with Disabilities Act of 1990.
2. Not exclude from participation in, deny the benefits of, subject to discrimination by, or deny employment in the administration or any program or activity any individual because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
3. Comply with the child labor provisions of the Fair Labor Standards Act (FLSA.)
4. Comply with provisions that limit the use of funds for political activities.
5. Disclose lobbying activities pursuant to 31 USC 1352.
6. Establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
7. Maintain of appropriate standards of health and safety in work and training.
8. Comply with the required provision of workers' compensation protection to participants in customized training, at the same level and to the same extent as other employees of the employers who are covered by a state or industry workers' compensation statutes; and provision of workers' compensation insurance or medical and accident insurance for injury or disease resulting from their participation.
9. Insure the program has adequate administrative controls, personnel standards, evaluation procedures, availability of in-service training and other policies as may be necessary to promote the effective use of the subcontract funds.
10. Insure all of the training provider's employees and all of its subcontractors (if applicable) will act professionally and will comply with all requirements of the federal Privacy Act, all pertinent requirements of California State law (specifically, section 1798.55 of its Civil Code, section 10850 of its Health and Welfare Institutions Code, section 501 of its Penal Code, and section 2111 of its Unemployment Insurance Code), all pertinent requirements of the San Francisco Administrative Code, agreements which the PIC has entered into with agencies of the Federal, State of California, and City and County of San Francisco governments and the PIC's policies and procedures in treating all particularized information on individual employers and participants confidentially, sharing such information only with other authorized persons or organizations, and formally requesting written authorization from the PIC before releasing such information in specific circumstances where the applicability of any of these requirements might be unclear.
11. Comply with the provisions of the Fair Employment and Housing Act (Govt. Code, Section 12900 et seq.) the regulations promulgated thereunder (California Administrative Code, Title 2, Section 285.0 et seq.) the provisions of Article 9.5, Chapter 1, Part 1, Division 11135 – 11139.5) and the regulations or standards implement such article.
12. Understand that it may be subject to the examination and audit of the Auditor General for a period of three years after final payment under the subcontract (Govt. Code Section 10532.)
13. Certify that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal debarment or agency [Executive Order 12549, Debarment, and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities.]
14. Provide occupational skills training as subcontracted.
15. Assist the employer and employee with job retention services when necessary.

ATTACHMENT A

Approval Certifications



BUREAU FOR PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION

Physical Address: 400 "R" Street, Suite 5000 • Sacramento, CA 95814-6200
Mailing Address: P.O. Box 980818 • West Sacramento, CA 95798-0818
Phone: (916) 445-3427 • FAX: (916) 322-2615



February 5, 2003

Dalila Ahumada, Associate Director
Arriba Juntos
1850 Mission Street
San Francisco, CA 94103

School Code: 3804781

RE: INSTITUTIONAL RE-APPROVAL GRANTED

Dear Ms. Ahumada:

Congratulations! Your school is hereby granted approval under California Education Code (CEC) Section 94915 to operate as a private postsecondary educational institution in California. *This approval is effective September 30, 2000 and will expire on September 29, 2004.* The Bureau for Private Postsecondary and Vocational Education (Bureau) received a re-approval application on September 29, 2000. We have determined that your request for re-approval complies with the minimum standards contained in CEC Sections 94915(b), (f) and Title 5 of the California Code of Regulations section 73410.

For the purposes of administering and enforcing this chapter, the Bureau shall establish a regular inspection program, which shall include **random and unannounced inspections**. For the purposes of verifying compliance with this chapter, please be advised that the Bureau may conduct an unannounced inspection at your institution at any time prior to the expiration of your school's renewal to operate.

In accordance with CEC Section 94915(e)(1), "If the institution is in compliance with this chapter and has not operated within three years before the filing of the application in violation of this chapter then in effect, the council may grant approval for a *period not to exceed four years.*"

Enclosed is the Course Approval Document for your institution to offer the following specified approved program(s)/course(s):

Course Title	Credits
Automated Office Skills Training	400
Certified Nursing Assistant Training	170
ESL/VESL	360
Home Health Care Aide Training	40
Home—Care Training	52

The courses listed above are exempt from Article 7 / Maxine Waters Act based on CEC 94785 and/or CEC 94785 (c)



Bureau For Private Postsecondary And Vocational Education

Physical Address: 400 R Street, Suite 5000 Sacramento, CA 95814-6200

Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818

Phone: (916) 445-3427 Fax: (916) 323-6571 (916) 322-2615

Website: www.bppve.ca.gov



Approved/Registered Program List

In accordance with the provisions of California Education Code 94900 and/or 94915 and/or Article 9.5, the Bureau for Private Postsecondary and Vocational Education approves:

ARRIBA JUNTOS
1850 MISSION ST
San Francisco, Ca 94103
School Code #: 3804781
Site Type: Main

to offer the following program(s)/course(s):

<u>Program Name</u>	<u>Length of Instruction</u>	<u>Program Approved</u>	<u>Program Type</u>	<u>Distance Learning</u>
AUTOMATED OFFICE SKILLS TRAINING*	400.00 Hours	08/01/1996	Non-Degree	No
CERTIFIED NURSING ASSISTANT TRAINING*	170.00 Hours	09/09/1993	Non-Degree	No
SE/YESL	360.00 Hours	02/05/2003	Non-Degree	No
HOME HEALTH CARE AIDE TRAINING*	40.00 Hours	02/24/1995	Non-Degree	No
HOME CARE TRAINING	52.00 Hours	02/05/2003	Non-Degree	No

Non-Degree (Vocational) Programs/Courses: 5.00

Total Programs/Courses: 5.00

The program list above represents all currently approved/registered educational services for this institution. The Main, Branch, or Satellite locations of this institution may offer any subset of this list. Branch and Satellite location(s) may only offer educational services that are approved at the Main location as stated in Section 94719 and 94742(a) of the Private Postsecondary and Vocational Education Reform Act.

Shirley Geddes, Private Postsecondary Education Specialist

This document is valid if all fees are current. Subject to earlier termination in accordance with the law.



BUREAU FOR PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION

Physical Address: 400 R Street, Suite 5000 Sacramento, CA 95814-6200

Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818

Phone: (916) 445-3427 Fax: (916) 323-6571 (916) 322-2615

Website: www.bppve.ca.gov



In accordance with the provisions of California Education Code 94900 and/or 94915, the Bureau for Private Postsecondary and Vocational Education approves:

ARRIBA JUNTOS

1850 MISSION ST
San Francisco, Ca 94103
School Code #: 3804781

INSTITUTIONAL APPROVAL

This institution has received approval to operate from the Bureau for Private Postsecondary and Vocational Education ("Bureau"). An approval to operate means that the Bureau has determined and certified that the institution meets the minimum standards for integrity, financial stability, and educational quality, including the offering of bona fide instruction by qualified faculty and the appropriate assessment of students' achievement prior to, during, and at the end of its programs.

Subject to earlier termination in accordance with the law.

Approval #: 18527

Effective Date: September 30, 2000

Expiration Date: September 29, 2004

Joanne Severson, Private Postsecondary Education Administrator

This document is valid if all fees are current. Subject to earlier termination in accordance with the law.

This approval document is accompanied by the 'Approved/Registered Program List' and the 'Approved Branch/Satellite Location List'. These documents outline educational services and approved sites.

BUREAU FOR PRIVATE POSTSECONDARY
AND VOCATIONAL EDUCATION400 R Street, Suite 5300
Sacramento, CA 95814

Phone: (916) 445-3428 FAX: (916) 323-6571



CERTIFICATE OF AUTHORIZATION FOR SERVICE

Dalila Ahumada
1850 Mission Street
San Francisco, CA 94103

CERT No. NHAK-5JVUWJ2003

Dalila Ahumada is authorized to serve as a **Director** in a California private postsecondary and vocational education institution **approved** under California Education Code (CEC) § 94915.

Expiration Date:

This authorization identifies and verifies that the individual holder has the academic, experiential, and/or professional qualifications described in CEC § 94920 to perform the duties of this position. This certification is **only valid** when the individual holder is employed with an **approved** California private postsecondary and vocational educational institution, and when the employer maintains: (1) a certified copy of educational transcripts for applicants whose qualification is based on education; (2) verification of employment history; and (3) a copy of any license or information required of administrative or instructional personnel by state agencies or licensing boards.

It is your responsibility to keep a copy of your certification for your records.

If you have any questions regarding your certification, please contact the Certificates of Authorization Unit at (916) 445-3427.

Nicole L. Hammack, Office Technician
Certificates of Authorization Unit
Bureau for Private Postsecondary and Vocational Education

ATTACHMENT B

Resume

ADOLFO L. ECHEVERRY

4096 17th St #110, San Francisco, CA 94114. (415) 252-8440 cell (415) 297-1509 casanuevas@yahoo.com

SKILLS

Fluent in Spanish. Windows 2000, Internet and E-mail
Math skills
Punctual, Efficient, Trustworthy.

PROFESSIONAL EXPERIENCE

09/01-Present **Training Manager**

Amiba Junios

San Francisco, California

- Schedule starting date and design activities calendar for all trainings programs
- Developed Excel file to elaborate monthly statistical reports to keep track of contract deliverables
- Work with other agencies implementing different programs that help low-income people
- Standardized curriculums by word processing, and designed flyers and certificates for programs
- Created charts and edited 2000-2001 and 2002-2003 Fiscal Year Annual Reports
- Translate documents from English into Spanish for the agency
- Designed and developed the rooming control system to avoid booking overlapping
- Coordinate and supervise the work of the instructors of main trainings at the agency
- Redesigned and teach Work Readiness part of the computer training

04/00-08/01

Instructor, Technology Center.

Arriba Juntos

San Francisco, California.

Designed and implemented the Introduction to Computers Program in Spanish
Taught Windows, Word, Excel (AOST) and Internet instruction
Collaborated in developing lessons plans and instructional material which resulted in the actual
Automated Office Skills Training curriculum
Provided technical support to staff members for office related tasks including developing
spreadsheets, charts, mail merge and PowerPoint

01/98-07/99

General Manager of Human Resources and Sales

Acondesa S.A.

Santiago de Cali, Colombia.

Performed administrative functions such as planning, organizing, supervising, and evaluating administration

06/96-12/97

Sales Manager

Félix Agudelo y Compañía

Santiago de Cali, Colombia

Managed purchasing and sale of skins for livestock distributors and inspected quality of product
Responsible for accounts payable for all contracts

EDUCATION

02:00

Arriba Juntos

San Francisco, California

Automated Office Skills Training – Certificate of Completion

12/85

National University of Colombia

Palmira, Colombia

B.A. in Livestock Production and Management (Zootechnia).

VOLUNTEER WORK

10/01-present

Healing Waters.

Member of the Board of Directors

06/03-present

Community Leadership and Advocacy in Mentoring (CLAIM!) at ILR/CSEF

Member of the Community Advisory Board

Lina Kondratyeva

Objective	Seeking the teaching/instructor position		
Education	Intensive training in Management of WWW Servers, UC Berkeley, CA Certificate in Networking/Telecommunication, CCSF, San Francisco, CA BS and MS in Education Ukraine		
Summary of qualifications	5 years of teaching experience in different fields Sensitivity and understanding to diverse cultural and socioeconomic issues Ability to communicate effectively with students Ability to adapt well to team environment and very good interpersonal skills Multilingual Ukrainian/Russian/English		
Computer Skills	Software: MS Office 97/2000 PRO, TELNET , PuTTY 0.51, Netscape Navigator 4.7, MS IE 5.5, AOL 6.0, PsAnywhere 32 Pa, MS Server Manager 4.0, MS Visual SourceSafe 6.0, Languages: SQL, ASP, HTML4.0, Java Script, Perl OS: Windows 3.1/95/98/2000/XP , Windows NT 4.0 Workstation, UNIX-HP, Linux		
Professional experience	1999 - 2001	E-Color Inc.	San Francisco, CA
	Software Quality Assurance Engineer		
	<ul style="list-style-type: none">Performed functional testing for E-Color sightReported issues into the issue tracking system (DevTrack 3.6)Wrote technical documentsPerformed presentations of E-Colors productsWorked closely with developers and salesmenReceived an award for excellent services		
	1996 - 1998	University of Foreign Languages	Ukraine
	Counselor Assistant at IT department		
	<ul style="list-style-type: none">Answered phones, Coordinate agenda, meetingsAssisted clients with questions about several client/server applicationsEvaluated student performance through tests, assignments		
	1991 – 1996	Elementary/Middle School # 1	Ukraine
	Elementary School Teacher		
	<ul style="list-style-type: none">Thought children age 7-11 English as a Second Language and Art.Organized ESL- class for preschool children.Created and developed detailed plan of children's activities on daily basisTaught evening classes on English and American Literature		

ATTACHMENT C

Employees Minimum Qualifications Skills Set

Employee Minimum Qualification Skill Set

Experience:

At least one of the following:

One year previous home care experience

Completion of a home care provider training course

Training in relevant coursework

Skills/Abilities:

Basic arithmetic

Knowledge of basic domestic chores including cooking and cleaning

Able to perform personal care services

Have a patient and caring personality

Must be a reliable person

Able to travel in all areas of San Francisco

Bilingual skills may be required in Spanish, Russian, Cantonese, Japanese or Tagalog

Essential Functions:

Home Care Providers are responsible for domestic and personal care therefore it is essential that all Home Care Providers are able to meeting the following physical demands:

Able to lift up to 20 lbs.

Able to carry 15 lbs. up on flight of stairs

Able to walk up and down two flights of stairs

Able to bend down and forward at the leg and spine

Able to bend downward and forward at the waist

Able to kneel on one or two legs

Able to stand for extended periods of time

Able to extend hand(s) and arm(s) in any direction

ATTACHMENT D

Training Outline

ARRIBA JUNTOS

Skills Enhancement Training

These are the ten modules that they going to learn, that will applied to their work place for caregiver.

PROGRAM OUTLINE

(20 hours)

- I. Professional Development (define roles and responsibilities of the caregiver). 2 hours**
- II. Employee-Employer relationship-Who's in control 1 hour**
- III. Reporting back to employer (charting) 1 hours**
- IV. Understand principles behind effective communication in the homecare team. 4 hours**
- V. Building and maintaining self-stem. Demonstrate clear understanding of the IHSS policies and procedures. 2 hours**
- VI. Professional client Grooming in respect to the principals of care. 2 hours**
- VII. Problem Solving and Conflict Resolution 2 hours**
- VIII. Stress and time management, responding to anger dealing with critical clients. 2 hours**
- IX. Dealing with the unexpected. What is the caregiver's "Best Practice" 2 hours**
- X. Client money management. And giving 110% and expecting nothing. 2 hour**

ARRIBA JUNTOS

SKILLS ENHANCEMENT TRAINING (20 hours)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1-5 pm	1-5 pm	1-5 pm	1-5 pm	1-5 pm
1:00-3:00 MODULE I Professional Development (2 hours)	1:00-5:00 MODULE IV Understanding principles behind communication in the homecare team	1:00-3:00 MODULE V Building and maintaining self-esteem. (2 hours)	1:00-3:00 MODULE VII Problem Solving and Conflict Resolution (2 hours)	1:00-3:00 MODULE IX Dealing with the unexpected (2 hours)
3:00-4:00 MODULE II Employee-employer relationship (1 hours)	3:00-5:00 MODULE VI Professional Grooming and Presentation (2 hours)	3:00-5:00 MODULE VIII Stress and Time Management (2 hours)	3:00-5:00 MODULE X Money Management (2 hours)	
4:00-5:00 MODULE III Reporting back to employer (1 hour)				

ATTACHMENT E

Job Skills Description

POSITION DESCRIPTION

IN-HOME SUPPORTIVE SERVICES CONSORTIUM

POSITION TITLE: Home Care Provider

Primary Responsibilities:

To provide quality home care services to seniors and people with disabilities, thereby improving their quality of life and enabling them to remain living at home independently and safely.

Duties:

1. Domestic Services

- a. Sweeping, vacuuming, and washing floors.
- b. Cleaning kitchen, including: counters, sinks, oven and stove, as well as defrosting and cleaning the refrigerator.
- c. Cleaning bathroom.
- d. Storing food and supplies.
- e. Taking out garbage.
- f. Dusting and picking-up.
- g. Changing bed linen and making bed.
- h. Menu planning and preparing meals for immediate consumption as well as for storage to be consumed later.
- i. Meal clean-up, including: washing and drying dishes, pots, utensils, and culinary appliances and putting them away.
- j. Laundry services, including: routine washing and drying, mending, ironing, folding, and storing clothes on shelves or in drawers. Also, filling soap containers, reaching into machines, handling wet laundry, operating machine controls, and hanging laundry to dry if dryer is not routinely used.
- k. Reasonable shopping and errands limited to the nearest store. Other shopping and errands only as authorized by supervisor.

2. Personal Care Services

- a. Ambulation – includes assistance with walking or moving the client from place to place inside the home, changing locations in a room, moving from room to room to gain access for the purpose of engaging in other activities. It does not include movement solely for the purpose of exercise.
- b. Bathing – includes cleaning the body using a tub, shower, sponge bath, or bed bath, including getting a basin of water, managing faucets, getting in and out of the tub or shower, reaching head and body parts for soaping, rinsing, and drying.
- c. Bowel and bladder care – including emptying of catheter or ostomy bags, assistance with bed pans, application of diapers, changing rubber sheets, and assistance with getting on and off the toilet. Also includes emptying the commode, managing the clothing and wiping and cleaning the body after toileting, application of diapers, and/or disposable barrier pads.
- d. Dressing client – including putting on and taking off clothing, fastening and unfastening garments and undergarments, and special devices such as back or leg braces, corsets, and elastic stockings/garments.
- e. Range of motion exercises – includes general supervision of exercises, which have been taught to the client by a licensed therapist or other health care professional.
- f. Feeding and assurance of adequate fluid intake – this includes related assistance to clients who cannot feed themselves or who require assistance with special devices in order to feed themselves or drink adequate liquids. This includes reaching for, picking up, grasping utensils, cup to mouth, manipulating food on a plate and cleaning face and hands as necessary following meals.
- g. Grooming – including hair combing and brushing, shampooing, oral hygiene, shaving and fingernail and toe care (excluding cutting with scissors or clipping toenails).
- h. Assistance with self-administration of medications; includes reminding the client to take prescribed medications when they are to be taken.
- i. Menstrual care limited to application of sanitary napkins and external cleaning.
- j. Prosthesis care and assistance.

- k. Assistance with self-administered oxygen and cleaning of IPPB machines.
- l. Rubbing of skin and turning in bed.

3. Other Services

- a. Heavy cleaning (**only when authorized by a supervisor**) includes thorough cleaning of house to remove hazardous debris and dirt. Includes cleaning inside and outside of cupboards, shampooing carpets, and cleaning underneath and behind furniture and washing ground floor windows.
- b. Transportation when client's presence is required at the destination and assistance is needed to accomplish travel. Limited to appointments with doctors, dentists and other health care practitioners and for fittings for health related appliances and special clothing, where Medi-cal will not provide transportation.
- c. Yard hazard abatement (**only when authorized by a supervisor**), which is light work for abatement of conditions that are a hazard to the client remaining in the home, including removal of high grass/weeds or rubbish when this constitutes a fire hazard or removal of snow when access to home is hazardous. This **does not** include routine yard maintenance.

Requirements:

Experience:

At least one of the following:

One year previous home care experience

Completion of a home care provider training course

Training in relevant coursework

Skills/Abilities:

Basic arithmetic

Knowledge of basic domestic chores including cooking and cleaning

Able to perform personal care services

Have a patient and caring personality

Must be dependable and able to follow directions

Able to travel in all areas of San Francisco

Ability to effectively communicate and understand directions

Bilingual skills may be required in Spanish, Russian, Cantonese, Japanese or Tagalog.

Essential Functions:

Home Care Providers are responsible for domestic and personal care therefore it is essential that all Home Care Providers are able to meet the following physical demands:

- | Able to lift up to 20 lbs.
- Able to carry 15 lbs. up one flight of stairs
- Able to walk up and down two flights of stairs
- Able to bend down and forward at the leg and spine
- Able to bend downward and forward at the waist
- Able to kneel on one or two legs
- Able to stand for extended periods of time
- | Able to extend hand(s) and arm(s) in any direction

Position Reports To: Home Care Services Manager

ATTACHMENT F

Assessment Tool

Work Readiness Training

Home Care Provider (HCP) Evaluation

HCP: _____

Evaluator: _____

Date: _____

GOAL: Increase of work assignments resulting in a greater stability of income

Training Objective	Mode of Evaluation	Evaluation Criteria	Evaluation Outcome	Comments
Adhere to job standards	Home Care Services Manager Review	1. Discipline reduced or no disciplinary action taken		
		2. Conflict Resolutions		
		3. Adherence to agency policies and procedures		
		4. Independently fill out agency forms		
	Care Mentor Observation	5. Professional appearance & presentation		
To increase workload stability	Care Mentor Review	1. Does HCP have a steady schedule? Or has HCP had fluctuations in his/her work schedule?		
To increase client satisfaction	Care Mentor telephones client	1. Is HCP professional?		
		2. Is HCP sensitive to your needs?		
		3. Does HCP arrive to work on time?		
		4. Does HCP have a positive, caring attitude?		

Overall Outcome (circle): **Successful**

Unsuccessful

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: MARCH 17, 2004

FROM: PAMELA S. CALLOWAY, CHIEF OF STAFF

SUBJECT: RECOMMENDATION TO APPROVE CUSTOMIZED TRAINING FUNDING TO THE IN-HOME SUPPORT SERVICES CONSORTIUM TO OPERATE A VOCATIONAL ENGLISH AS-A-SECOND LANGUAGE (VESL) PROJECT (Agenda Item 8Bii)

ACTION REQUESTED

The Committee is asked to approve the funding in the amount of **\$5,000** for In-Home Support Services to operate a customized training program with Arriba Juntos as the selected training provider. The total cost of the training is \$10,000. The In-Home Support Services Consortium will match WIA Customized Training Funds in the amount of no less than \$5,000 to train 25 existing workers in VESL.

BACKGROUND

On April 11, 2003, the Executive Committee adopted the Customized Training policy recommendation by the Employer Services Committee. The intent of the Customized Training Program is to meet the special skills requirements of an employer or a group of employers. The training is typically provided by a third party trainer selected by the employer. The training is targeted for unemployed individuals or employed individuals who earn less than the self-sufficient wage as determined by the Board. The employer is required to cover at least 50% of the training cost.

On February 27, 2004, the In-Home Support Services and Arriba Juntos jointly submitted a proposal for funding of a Customized Training project.

Based on staff's review of the proposal, the Program intends to train 25 individuals, who earn between \$10.28 to \$10.48 per hour. The Program is designed to teach existing home care workers Vocational English as-A-Second Language. As a result of better communications between the participants and the IHSS' patients, better quality of care results. Job retention and job satisfaction of the trainees will also be enhanced.

The duration of the course is 40 hours, four hours per day for ten days. The employer expressed good faith efforts in retaining and advancing individuals upon successful

completion of the training. Advancement takes the form of more work hours. Trainees successfully completing the training will earn priority for getting more work hours, thus increasing their hourly wage. As a result of the above observations, staff believes that the proposal meets all the requirements outlined in the Customized Training policy.

RECOMMENDATION

Staff recommends that the Executive Committee approve the requested \$5,000 funding for this Customized Training project.

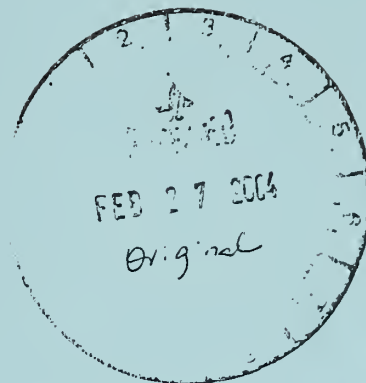
If you have any questions prior to the meeting, please contact Robert Schwab at (415) 431-8700.



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

creating
employment
opportunities

CUSTOMIZED TRAINING PROPOSAL



I. EMPLOYER INFORMATION (To be completed by Employer):

Company: In-Home Supportive Services Consortium Telephone #: 415-255-2079
Address: 1453 Mission Street, Suite 520 Training Site Address (If Different):
San Francisco, CA 94103 1850 Mission Street
San Francisco, CA 94103
Name & Title of Contact Person: Margaret Baran, Executive Director
Individual(s) Authorized to Sign Invoices: Margaret Baran, Bonnie Anderson, Connie Revore, Maria Peterson
Federal Employer Identification Number: 942985244
State Identification Number: 3822467
Workers' Compensation Policy Carrier: State Compensation Insurance Fund
Workers' Compensation Policy No.: 000000, Group #CONTOU Expiration Date: May 6, 2004
Number of full-time employees: Apprx. 450 Incorporated: YES [] NO [X]

II. TRAINING PROVIDER INFORMATION (To be completed by Training Provider):

Organization: Arriba Juntos Telephone#: 415/487-3240
Address: 1850 Mission Street, San Francisco, CA 94103
Name & Title of Contact Person: Dalila Ahumada, Executive Director
Federal Employer Identification Number: 94-1663434
PIC's Eligible Training Provider Lists (ETPL) Number (if applicable) _____

(See Attachment A: "Approval Certifications")

III. INSTRUCTOR'S QUALIFICATION (To be completed by Training Provider):

Name & Title of Instructor: Lina Kondratyeva
Years of Relevant Experience: Two+ (resume attached/See Attachment B)

Does he/she have a teaching certificate or other credential (if yes, please attach a copy)?

References: Please attach at least two clients for which comparable training was performed by you.

IV. TRAINING PROGRAM DATA (To be completed by Employer and Training Provider): (use an attached sheet is necessary)

A	B	C	D
Trainee Name (For Current Employee)	Participant(s) Job Title (For Current Employee)	Pre- Training Wage	Post Training Title
VESL – 40 Hours 25 Clients (Home Care Providers)	Home Care Providers	\$10.28 – \$10.48	Participants will be more assertive, confident on the job, and able to communicate.
			Participant's skills will be enhanced to increase marketability resulting in an increase in work hours.

(a) Recruitment:

Do you need help in the recruitment of trainees? No

If so, how many trainees do you need to recruit? N/A

(b) Qualification:

Do you have an employee minimum qualification skill set? This would be a set of expected employee skills such as literacy and fluency in English, appropriate grooming skills, and the like.

☒ **Yes (please attach, see Attachment C)**

☐ No

Would you like PIC to provide one for you?

☒ Yes

☐ No

V. TRAINING COST (To be completed by Training Provider):

Complete and attach forms CTP 100 and CTP 222 as this will constitute your PIC invoice upon acceptance of proposal.

	Cost
A. INSTRUCTIONAL COST	9,839
B. TRAINING MATERIALS	161
C. TRAINING FEES	
TOTAL	10,000

VI. ORGANIZED LABOR CONCURRENCE: (If under collective bargaining agreement, to be completed by Employer)

Concurrence Given By: Leon Chow
NAME OF UNION REPRESENTATIVE

Title: Assistant Director, Homecare Division Date: 2/18/2004

VII. TRAINING OUTLINE (to be completed by Employer and Training Provider)

OES JOB TITLE: N/A OES #: N/A

EMPLOYER'S TITLE FOR THIS JOB: Home Care Providers

To Be Completed By the Training Provider

Include a detailed outline of training to be provided, tasks to be learned, and approximate hours of training required for each task. (Use an attached sheet if necessary.)

They will receive Certification of Completion (See Attachment D).

To Be Completed By the Employer

Provide a thorough description of the job skills for which training is being requested. (Use an attached sheet if necessary.)

Position Description (See Attachment E)

To Be Completed By the Employer

(1) How would you define successful completion of training program? Please be specific, as this definition will be used to evaluate success of training program and the participants' suitability for post training placement/ advancement. (Use an attached sheet if necessary.)

Successful completion of the VESL training will be defined by the following participant outcomes:

- 1. Develop and increase English Home care vocabulary**
- 2. Understand contextual ques, idiocratic and phrases**
- 3. Increase communications**
- 4. Increased hours**

(2) Do you have an assessment tool to assess trainee's skills attainment?

☒ Yes

☐ No

If yes, please attach.

(See Attachment F)

(3) Please detail the number and type of positions that you plan to open, or the number of employees and type of positions that you plan to advance upon successful completion of the training. (Use an attached sheet if necessary.)

After completion of the training program, the participants will have greater access to additional hours. On a monthly basis, our organization recruits approximately 10-15 Home Care Providers.

EMPLOYER ASSURANCES

As a condition of the Customized Training Agreement, the Employer must:

1. Identify customized training program participants.
2. Make good faith effort to hire or advance trainee(s) at the successful completion of the training within 30 calendar days. Advancement must take the form of wage increase, work hour increase, benefit increase or a combination of all three.
3. For the training of existing employees, provide the participants with an increase in benefits or earnings, *and* a greater potential for career advancement when compared with those received prior to their training.
4. Insure all trainees are not currently earning a self-sufficient wage that has been determined by the Local Board as \$13.78 per hour or \$2,388.93 per month. Providing supporting documentation such as salary records, W-2 forms or the like will satisfy this.
5. Fully complete Training Outline.
6. Pay at least 50% of the training cost plus any agreed upon administrative costs.
7. Make payment of the Employer Contribution to the PIC in two installments; 50% upon signing of the agreement, and the balance upon completion of the training program *regardless* of trainee(s)' training performance outcome.
8. Provide periodic data to PIC for monitoring review and continuous improvement purposes.

PIC ASSURANCES

As a condition of the Customized Training Agreement, the PIC will:

1. Administer the customized training funds.
2. Monitor the training provider's performance.
3. Facilitate communication between the employer and the training provider.
4. Report monthly, quarterly and annual program outcomes as needed for the Employer, the Training Provider and the WIB Employer Services Committee.
5. Provide trainee's eligibility certification.
6. Provide authorization of enrollment subject to the Employer's selection.
7. Retain license or title to intellectual, personal, and real property produced or purchased under the agreement.
8. Approve Employer's successful completion criteria.

TRAINING PROVIDER ASSURANCES

As a condition of the Customized Training Agreement, the Training Provider must:

1. Comply with all provisions of state and federal equal opportunity and nondiscrimination laws including but not limited to: Title VI and VII of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973; and the Americans with Disabilities Act of 1990.
2. Not exclude from participation in, deny the benefits of, subject to discrimination by, or deny employment in the administration or any program or activity any individual because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
3. Comply with the child labor provisions of the Fair Labor Standards Act (FLSA.)
4. Comply with provisions that limit the use of funds for political activities.
5. Disclose lobbying activities pursuant to 31 USC 1352.
6. Establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
7. Maintain of appropriate standards of health and safety in work and training.
8. Comply with the required provision of workers' compensation protection to participants in customized training, at the same level and to the same extent as other employees of the employers who are covered by a state or industry workers' compensation statutes; and provision of workers' compensation insurance or medical and accident insurance for injury or disease resulting from their participation.
9. Insure the program has adequate administrative controls, personnel standards, evaluation procedures, availability of in-service training and other policies as may be necessary to promote the effective use of the subcontract funds.
10. Insure all of the training provider's employees and all of its subcontractors (if applicable) will act professionally and will comply with all requirements of the federal Privacy Act, all pertinent requirements of California State law (specifically, section 1798.55 of its Civil Code, section 10850 of its Health and Welfare Institutions Code, section 501 of its Penal Code, and section 2111 of its Unemployment Insurance Code), all pertinent requirements of the San Francisco Administrative Code, agreements which the PIC has entered into with agencies of the Federal, State of California, and City and County of San Francisco governments and the PIC's policies and procedures in treating all particularized information on individual employers and participants confidentially, sharing such information only with other authorized persons or organizations, and formally requesting written authorization from the PIC before releasing such information in specific circumstances where the applicability of any of these requirements might be unclear.
11. Comply with the provisions of the Fair Employment and Housing Act (Govt. Code, Section 12900 et seq.) the regulations promulgated thereunder (California Administrative Code, Title 2, Section 285.0 et seq.) the provisions of Article 9.5, Chapter 1, Part 1, Division 11135 – 11139.5) and the regulations or standards implement such article.
12. Understand that it may be subject to the examination and audit of the Auditor General for a period of three years after final payment under the subcontract (Govt. Code Section 10532.)
13. Certify that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal debarment or agency [Executive Order 12549, Debarment, and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities.]
14. Provide occupational skills training as subcontracted.
15. Assist the employer and employee with job retention services when necessary.

ATTACHMENT A

Approval Certifications

BUREAU FOR PRIVATE POSTSECONDARY
AND VOCATIONAL EDUCATION400 R Street, Suite 5000
Sacramento, CA 95814

Phone: (916) 445-3428 FAX: (916) 323-6571



CERTIFICATE OF AUTHORIZATION FOR SERVICE

Judeann Delphia
c/o Arriba Juntos, Delalia Ahumada
1850 Misson
San Francisco, CA 94103

CERT No. NHAK-59RLKK2002

Judeann Delphia is authorized to serve as a **Instructor** in a California private postsecondary and vocational education institution approved under California Education Code (CEC) § 94915.

Nurse/Nursing Assistant/Aide**Expiration Date: 10/11/2005**

This authorization identifies and verifies that the individual holder has the academic, experiential, and/or professional qualifications described in CEC § 94920 to perform the duties of this position. This certification is **only valid** when the individual holder is employed with an approved California private postsecondary and vocational educational institution, and when the employer maintains: (1) a certified copy of educational transcripts for applicants whose qualification is based on education; (2) verification of employment history; and (3) a copy of any license or information required of administrative or instructional personnel by state agencies or licensing boards.

It is your responsibility to keep a copy of your certification for your records.

If you have any questions regarding your certification, please contact the Certificates of Authorization Unit at (916) 445-3427.

Nicole L. Hammack, Office Technician
Certificates of Authorization Unit
Bureau for Private Postsecondary and Vocational Education



BUREAU FOR PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION

Physical Address: 400 R Street, Suite 5000 Sacramento, CA 95814-6200
Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818
Phone: (916) 445-3427 Fax: (916) 323-6571 (916) 322-2615
Website: www.bppve.ca.gov



In accordance with the provisions of California Education Code 94900 and/or 94915, the Bureau for Private Postsecondary and Vocational Education approves:

ARRIBA JUNTOS

1850 MISSION ST
San Francisco, Ca 94103
School Code #: 3804781

INSTITUTIONAL APPROVAL

This institution has received approval to operate from the Bureau for Private Postsecondary and Vocational Education ("Bureau"). An approval to operate means that the Bureau has determined and certified that the institution meets the minimum standards for integrity, financial stability, and educational quality, including the offering of bona fide instruction by qualified faculty and the appropriate assessment of students' achievement prior to, during, and at the end of its programs.

Subject to earlier termination in accordance with the law.

Approval #: 18527

Effective Date: September 30, 2000

Expiration Date: September 29, 2004


Joanne Severson, Private Postsecondary Education Administrator

This document is valid if all fees are current. Subject to earlier termination in accordance with the law.

This approval document is accompanied by the 'Approved/Registered Program List' and the 'Approved Branch/Satellite Location List'. These documents outline educational services and approved sites.



BUREAU FOR PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION

Physical Address: 400 "R" Street, Suite 5000 • Sacramento, CA 95814-6200

Mailing Address: P.O. Box 980818 • West Sacramento, CA 95798-0818

Phone: (916) 445-3427 • FAX: (916) 322-2615



February 5, 2003

Dalila Ahumada, Associate Director

Arriba Juntos

1850 Mission Street

San Francisco, CA 94103

School Code: 3804781

RE: INSTITUTIONAL RE-APPROVAL GRANTED

Dear Ms. Ahumada:

Congratulations! Your school is hereby granted approval under California Education Code (CEC) Section 94915 to operate as a private postsecondary educational institution in California. *This approval is effective September 30, 2000 and will expire on September 29, 2004.* The Bureau for Private Postsecondary and Vocational Education (Bureau) received a re-approval application on September 29, 2000. We have determined that your request for re-approval complies with the minimum standards contained in CEC Sections 94915(b), (f) and Title 5 of the California Code of Regulations section 73410.

For the purposes of administering and enforcing this chapter, the Bureau shall establish a regular inspection program, which shall include **random and unannounced inspections**. For the purposes of verifying compliance with this chapter, please be advised that the Bureau may conduct an unannounced inspection at your institution at any time prior to the expiration of your school's renewal to operate.

In accordance with CEC Section 94915(e)(1), "If the institution is in compliance with this chapter and has not operated within three years before the filing of the application in violation of this chapter then in effect, the council may grant approval for a *period not to exceed four years.*"

Enclosed is the Course Approval Document for your institution to offer the following specified approved program(s)/course(s):

Course Title	Clock Hours
Automated Office Skills Training	400
Certified Nursing Assistant Training	170
ESL/VESL	360
Home Health Care Aide Training	40
Home—Care Training	52

The courses listed above are exempt from Article 7 /Maxine Waters Act based on CEC 94785 and/or CEC 94785 (c)



Bureau For Private Postsecondary And Vocational Education

Physical Address: 400 R Street, Suite 5000 Sacramento, CA 95814-6200

Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818

Phone: (916) 445-3427 Fax: (916) 323-6571 (916) 322-2615

Website: www.bppve.ca.gov



Approved/Registered Program List

In accordance with the provisions of California Education Code 94900 and/or 94915 and/or Article 9.5, the Bureau for Private Postsecondary and Vocational Education approves:

ARRIBA JUNTOS
1850 MISSION ST
San Francisco, Ca 94103

School Code #: 3804781

Site Type: Main

to offer the following program(s)/course(s):

<u>Program Name</u>	<u>Length of Instruction</u>	<u>Program Approved</u>	<u>Program Type</u>	<u>Distance Learning</u>
AUTOMATED OFFICE SKILLS TRAINING*	400.00 Hours	08/01/1996	Non-Degree	No
CERTIFIED NURSING ASSISTANT TRAINING*	170.00 Hours	09/09/1993	Non-Degree	No
ESL/VESL	360.00 Hours	02/05/2003	Non-Degree	No
HOME HEALTH CARE AIDE TRAINING*	40.00 Hours	02/24/1995	Non-Degree	No
HOME-CARE TRAINING	52.00 Hours	02/05/2003	Non-Degree	No

Non-Degree (Vocational) Programs/Courses: 5.00

Total Programs/Courses: 5.00

The program list above represents all currently approved/registered educational services for this institution. The Main, Branch, or Satellite locations of this institution may offer any subset of this list. Branch and Satellite location(s) may only offer educational services that are approved at the Main location as stated in Section 94719 and 94742(a) of the Private Postsecondary and Vocational Education Reform Act.

Shirley Geddes, Private Postsecondary Education Specialist

This document is valid if all fees are current. Subject to earlier termination in accordance with the law.



BUREAU FOR PRIVATE POSTSECONDARY
AND VOCATIONAL EDUCATION
400 R Street, Suite 5000
Sacramento, CA 95814
Phone: (916) 445-3428 FAX: (916) 322-6571



CERTIFICATE OF AUTHORIZATION FOR SERVICE

Dalila Ahumada
1850 Mission Street
San Francisco, CA 94103

CERT No. NHAK-5JVUWJ2003

Dalila Ahumada is authorized to serve as a **Director** in a California private postsecondary and vocational education institution approved under California Education Code (CEC) § 94915.

Expiration Date:

This authorization identifies and verifies that the individual holder has the academic, experiential, and/or professional qualifications described in CEC § 94920 to perform the duties of this position. This certification is **only valid** when the individual holder is employed with an approved California private postsecondary and vocational educational institution, and when the employer maintains: (1) a certified copy of educational transcripts for applicants whose qualification is based on education; (2) verification of employment history; and (3) a copy of any license or information required of administrative or instructional personnel by state agencies or licensing boards.

It is your responsibility to keep a copy of your certification for your records.

If you have any questions regarding your certification, please contact the Certificates of Authorization Unit at (916) 445-3427.

A handwritten signature in black ink, appearing to read 'Nicole L. Hammack'.

Nicole L. Hammack, Office Technician
Certificates of Authorization Unit
Bureau for Private Postsecondary and Vocational Education

ATTACHMENT B

Resume

Lina Kondratyeva

Objective	Seeking the teaching/instructor position		
Education	Intensive training in Management of WWW Servers, UC Berkeley, CA Certificate in Networking/Telecommunication, CCSF, San Francisco, CA BS and MS in Education Ukraine		
Summary of qualifications	5 years of teaching experience in different fields Sensitivity and understanding to diverse cultural and socioeconomic issues Ability to communicate effectively with students Ability to adapt well to team environment and very good interpersonal skills Multilingual Ukrainian/Russian/English		
Computer Skills	Software: MS Office 97/2000 PRO, TELNET , PuTTY 0.51, Netscape Navigator 4.7, MS IE 5.5, AOL 6.0, PsAnywhere 32 Pa, MS Server Manager 4.0, MS Visual SourceSafe 6.0, Languages: SQL, ASP, HTML4.0, Java Script, Perl OS: Windows 3.1/95/98/2000/XP , Windows NT 4.0 Workstation, UNIX-HP, Linux		
Professional experience	1999 - 2001	E-Color Inc.	San Francisco, CA
	Software Quality Assurance Engineer		
	<ul style="list-style-type: none">▪ Performed functional testing for E-Color sight▪ Reported issues into the issue tracking system (DevTrack 3.6)▪ Wrote technical documents▪ Performed presentations of E-Colors products▪ Worked closely with developers and salesmen▪ Received an award for excellent services		
	1996 - 1998	University of Foreign Languages	Ukraine
	Counselor Assistant at IT department		
	<ul style="list-style-type: none">▪ Answered phones, Coordinate agenda, meetings▪ Assisted clients with questions about several client/server applications▪ Evaluated student performance through tests, assignments		
	1991 – 1996	Elementary/Middle School # 1	Ukraine
	Elementary School Teacher		
	<ul style="list-style-type: none">▪ Thought children age7-11 English as a Second Language and Art.▪ Organized ESL- class for preschool children.▪ Created and developed detailed plan of children's activities on daily basis▪ Taught evening classes on English and American Literature		

JUDEANN DELPHIA, RN

1036 Gilman Avenue
San Francisco, CA 94124
(415) 822-2520

SUMMARY OF QUALIFICATIONS

- Assisted clients in understanding and optimizing available community resources.
- Worked in conjunction with their primary physicians to maxim their health potential. Provided live-in support for end state AIDS patients.
- Experienced in creating and administrating programs, research, insurance billing, chart audits, utilization review and implementation of multi-system software.
- Worked on the Thai-Cambodia border as member of a multi-faceted health care team. Primary responsibilities included patient assessment and intervention, education in the areas of nutrition, infection control, safe water practice and CDC research.

RELEVANT SKILLS AND EXPERIENCE

Bayview Hunter's Point Adult Day Health Care Nursing Supervisor, D.S.D. 1999 - Present

- Supervised and coordinated activities of nursing personnel in community health agency.
- Served as liaison between staff and administrative personnel.
- Developed standards and procedures for providing nursing care and for evaluating service.
- Evaluated performance of personnel and interprets nursing standards to staff, advisory boards, nursing committees and community groups.

Homemaker Upjohn Kimberly/Olsten	Home Care	1998
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- Worked in a variety of settings with a comprehensive home-care team.
- Experienced included assessment, resource referrals, development and implementation of problem oriented care and case communication.
- Extensive experience with DRG charting.

Arriba Juntos Educational Center	Clinical Educator	1995
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- Clinical educator for students in a three-month program.
- Responsible for all aspects of training including evaluation, testing and disciplinary actions.

Quantum Health Resources	Nursing Supervisor	1994 - 1995
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- Responsible for ongoing staff education, evaluation and patient care policies.
- Provided a caseload and on-call rotations.

UCSF-HISD	System Analyst	1993 - 1994
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- Designed and implemented multi-departmental procedures, forms, and training plan for the UCSF information systems integration.

- Responsible for the on-going training of more than 200 employees during system's implementation.

UCSF-Mount Zion Radiology-Cardiology Skilled Nurse Facility 1983 - 1994

- Administered of all types of infusions including chemotherapeutics.
- Patient care and teaching as related to the infusion therapy.
- Extensive experience as a per-diem in a variety of long-term settings.
- Worked as a technologist with Vascular Surgery Department, involved in patient assessments, diagnostic studies and teaching.

Independent Home Care Case Manager/Consultant 1985 - 1991

- Worked directly with patients and physicians planning.
- Implemented, supervised and evaluated individual patient care.
- Patient population primarily ARC, cardiac rehab, geriatrics.

Mount Zion Medical Center Nurse Analyst 1987 - 1988

- Wrote and maintained individual patient care plans (PC based)
- Responsible for IBAX Radiology software install.
- Trained personnel in system based quality assurance documentation, in addition to clinical care of patients undergoing invasive diagnostics.

University of Kansas Pediatric Research Center 1976 - 1978

- Care and management of pediatric hem-one patients.
- Worked with pediatric rehabilitation patients in both acute and recovery settings.

Good Samaritan Nursing Home Charge Nurse 1973 - 1976

- Worked summers and weekends as a student nurse during three years of Registered Nurse training.
- Charge nurse on night shift of 24-bed facility.

EDUCATIONAL EXPERIENCE

Wesley School of Nursing	Diploma in Nursing	1973 - 1975
Wichita Kansas	Course of Study-Geriatrics	1975 - 1976
Wesleyan College	BA - General Studies	1974 - 1977
Wichita Kansas	Medical Anthropology	1980 - 1982
WSU Extension (CC)	Comparative Religions/Cultures	1990 - 1992
Tulane University Extension	Major Behavioral Studies	1977 - 1978
The Center for Holistic Studies	Behavioral Psychology	1983 - 1985
	Grief Process Dynamics	1988 - 1990

ATTACHMENT C

Employees Minimum Qualifications Skills Set

Employee Minimum Qualification Skill Set

Experience:

At least one of the following:

One year previous home care experience

Completion of a home care provider training course

Training in relevant coursework

Skills/Abilities:

Basic arithmetic

Knowledge of basic domestic chores including cooking and cleaning

Able to perform personal care services

Have a patient and caring personality

Must be a reliable person

Able to travel in all areas of San Francisco

Bilingual skills may be required in Spanish, Russian, Cantonese, Japanese or Tagalog

Essential Functions:

Home Care Providers are responsible for domestic and personal care therefore it is essential that all Home Care Providers are able to meeting the following physical demands:

Able to lift up to 20 lbs.

Able to carry 15 lbs. up on flight of stairs

Able to walk up and down two flights of stairs

Able to bend down and forward at the leg and spine

Able to bend downward and forward at the waist

Able to kneel on one or two legs

Able to stand for extended periods of time

Able to extend hand(s) and arm(s) in any direction

ATTACHMENT D

Training Outline

ARRIBA JUNTOS

VESL PROGRAM OUTLINE

(40 hours – 4 hours per day for 10 days)

The Vocational English as a Second Language (VESL) program will assist Home Care providers to confidently build their English language skills. The listed modules will introduce trainees to vocabulary and situations frequently encountered while on the job.

I.	Communicating in the job	10 hours
	A. Home Care provider-client interactions	2 hours
	B. Conflict Management	2 hours
	C. Giving directions and instructions for work	2 hours
	D. Basic technical reading (client work plan)	2 hours
	E. Communication with other professionals (physicians, nurses, social workers and program staff)	2 hours
	Homework: Medical Terminology	
II.	Learning the English language of Home Care	10 hours
	A. Commonly used Home Care provider language	3 hours
	B. Intonation	1 hour
	C. Word and Sentence Stress	1 hour
	D. Rhythm	1 hour
	E. Correcting Words	1 hour
	F. Voice Quality	2 hours
	G. Physical presentation	1 hour
III.	Comprehension Listening	10 hours
	A. Using knowledge of context, situation, and topic to predict content	2 hours
	B. Using key words to predict content	1.5 hours
	C. Decoding individual words	1.5 hours
	D. Listening for gist	1.5 hours
	E. Listening for detail	1.5 hours
	F. Inferring meaning from context	2 hours
IV.	Standard Work Place Procedures	10 hours
	A. Reporting and responding to problems	2 hours
	B. Reporting back to employer	2 hours
	C. Telephone etiquette	2 hours
	D. Understanding commonly used equipment and supplies	2 hours
	E. Medical Abbreviations	2 hours

ARRIBA JUNTOS

VESL OUTLINE PROGRAM FOR HOMECARE PROVIDER (40 hours)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1-5 pm	1-5 pm	1-5 pm	1-5 pm	1-5 pm
MODULE I Communicating in the job 1:00-3:00 a) Home Care provider- client interactions (2 hours) 3:00-5:00 b) Conflict Management (2 hours)	MODULE I (Cont.) 1:00-3:00 c) Giving directions and instructions for work (2 hours) 3:00-5:00 d) Basic technical reading (2 hours)	MODULE I (Cont.) 1:00-3:00 e) Communication with other professionals (physicians nurses, social workers and program staff (2 hours) MODULE II Learning the English language of Home Care 3:00-5:00 a) Commonly used Home Care provider language (2 hours)	MODULE II (Cont.) 1:00-2:00 a) Commonly used Home Care provider language (1 hour) 2:00-3:00 b) Intonation (1 hour) 3:00-4:00 c) Word and Sentence Stress (1 hour) 4:00-5:00 d) Rhythm (1 hour)	MODULE II (Cont.) 1:00-2:00 e) Correcting Words (1 hours) 2:00-4:00 f) Voice Quality (2 hours) 4:00-5:00 g) Physical presentation (1 hour)

VESL OUTLINE PROGRAM FOR HOMECARE PROVIDER (40 hours)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1-5 pm	1-5 pm	1-5 pm	1-5 pm	1-5 pm
MODULE III Comprehension Listening 1:00-3:00 a) Using knowledge of context, situation and topic to predict content (2 hours) 3:00-4:30 b) Using key words to predict content (1.5 hours) 4:30 – 5:00 c) Decoding individual words (0.5 hours)	MODULE III (Cont.) 1:00-2:00 c) Decoding individual words (1 hour) 2:00-3:30 d) Listening for gist (1.5 hour) 3:30 – 5:00 e) Listening for detail (1.5 hour)	MODULE III (Cont.) 1:00-3:00 f) Inferring meaning from context (2 hours) MODULE IV Standard Work Place Procedures 3:00-5:00 a) Reporting and responding to problems (2 hours)	MODULE IV (cont) 1:00-3:00 b) Reporting back to employer (2 hours) 3:00-5:00 c) Telephone etiquette (2 hours)	MODULE IV (Cont.) 1:00-3:00 d) Understanding commonly used equipment and supplies (2 hours) 3:00-5:00 e) Medical Abbreviations (2 hours)

ATTACHMENT E

Job Skills Description

POSITION DESCRIPTION

IN-HOME SUPPORTIVE SERVICES CONSORTIUM

POSITION TITLE: Home Care Provider

Primary Responsibilities:

To provide quality home care services to seniors and people with disabilities, thereby improving their quality of life and enabling them to remain living at home independently and safely.

English Communication s skills necessary to effectively perform the following tasks:

Domestic Services

- a) Sweeping, vacuuming and washing floors.
- b) Cleaning kitchen, including: counters, sinks, oven and stove, as well as defrosting and cleaning the refrigerator.
- c) Cleaning bathroom.
- d) Storing food and supplies.
- e) Taking out garbage.
- f) Dusting and picking-up.
- g) Changing bed linen and making bed.
- h) Menu planning and preparing meals for immediate consumption as well as for storage to be consumed later.
- i) Meal clean up, including: washing and drying dishes, pots, utensils, and culinary appliances and putting them away.
- j) Laundry services, including: routine washing and drying, mending, ironing, folding, and storing clothes on shelves or in drawers. Also, filling soap containers, reaching into machines, handling wet laundry, operating machine controls, and hanging laundry to dry if dryer is not routinely used.
- k) Reasonable shopping and errands limited to the nearest store. Other shopping and errands only as authorized by supervisor.

2. Personal Care Services

- a. Ambulation – includes assistance with walking or moving the client from place to place inside the home, changing locations in a room, moving from room to room to gain access for the purpose of engaging in other activities. It does not include movement solely for the purpose of exercise.
- b. Bathing – includes cleaning the body using a tub, shower, sponge bath, or bed bath, including getting a basin of water, managing faucets, getting in and out of the tub or shower, reaching head and body parts for soaping, rinsing, and drying.
- c. Bowel and bladder care – including emptying of catheter or ostomy bags, assistance with bed pans, application of diapers, changing rubber sheets, and assistance with getting on and off the toilet. Also includes emptying the commode, managing the clothing and wiping and cleaning the body after toileting, application of diapers, and/or disposable barrier pads.
- d. Dressing client – including putting on and taking off clothing, fastening and unfastening garments and undergarments, and special devices such as back or leg braces, corsets, and elastic stockings/garments.
- e. Range of motion exercises – includes general supervision of exercises, which have been taught to the client by a licensed therapist or other health care professional.
- f. Feeding and assurance of adequate fluid intake – this includes related assistance to clients who cannot feed themselves or who require assistance with special devices in order to feed themselves or drink adequate liquids. This includes reaching for, picking up, grasping utensils, cup to mouth, manipulating food on a plate and cleaning face and hands as necessary following meals.
- g. Grooming – including hair combing and brushing, shampooing, oral hygiene, shaving and fingernail and toe care (excluding cutting with scissors or clipping toenails).
- h. Assistance with self-administration of medications; includes reminding the client to take prescribed medications when they are to be taken.
- i. Menstrual care limited to application of sanitary napkins and external cleaning.
- j. Prosthesis care and assistance.

- k. Assistance with self-administered oxygen and cleaning of IPPB machines.
- l. Rubbing of skin and turning in bed.

3. Other Services

- a. Heavy cleaning (**only when authorized by a supervisor**) includes thorough cleaning of house to remove hazardous debris and dirt. Includes cleaning inside and outside of cupboards, shampooing carpets, and cleaning underneath and behind furniture and washing ground floor windows.
- b. Transportation when client's presence is required at the destination and assistance is needed to accomplish travel. Limited to appointments with doctors, dentists and other health care practitioners and for fittings for health related appliances and special clothing, where Medi-cal will not provide transportation.
- c. Yard hazard abatement (**only when authorized by a supervisor**), which is light work for abatement of conditions that are a hazard to the client remaining in the home, including removal of high grass/weeds or rubbish when this constitutes a fire hazard or removal of snow when access to home is hazardous. This **does not** include routine yard maintenance.

Requirements:

Experience:

At least one of the following:

One year previous home care experience

Completion of a home care provider training course

Training in relevant coursework

Skills/Abilities:

Basic arithmetic

Knowledge of basic domestic chores including cooking and cleaning

Able to perform personal care services

Have a patient and caring personality

Must be dependable and able to follow directions

Able to travel in all areas of San Francisco

Ability to effectively communicate and understand directions

Bilingual skills may be required in Spanish, Russian, Cantonese, Japanese or Tagalog.

Essential Functions:

Home Care Providers are responsible for domestic and personal care therefore it is essential that all Home Care Providers are able to meet the following physical demands:

| Able to lift up to 20 lbs.

Able to carry 15 lbs. up one flight of stairs

Able to walk up and down two flights of stairs

Able to bend down and forward at the leg and spine

Able to bend downward and forward at the waist

Able to kneel on one or two legs

Able to stand for extended periods of time

| Able to extend hand(s) and arm(s) in any direction

Position Reports To: Home Care Services Manager

ATTACHMENT F

Assessment Tool

VESL Training

Home Care Provider (HCP) Evaluation

HCP: _____

Evaluator: _____

Date: _____

GOAL: Increase of work assignments resulting in a greater stability of income

Training Objective	Mode of Evaluation	Evaluation Criteria: Comprehension of directions	Evaluation Outcome	Comments
To develop and increase English home care vocabulary	Observation by Care Mentor	1. What items do you need from the store?		
		2. What type of food do you like to eat?		
		3. How often do you want your laundry done?		
		4. When is your next doctor's appointment?		
		Ability to work with English speaking clients		
Understanding contextual ques	Observation by Care Mentor			
Understanding idiomatic phrases	Observation by Care Mentor			
Communications		1. Can HCP follow client's instruction?		
		2. Can Administrative staff understand HCP communication?		
	Interview with home care provider	1. Since your ESL training, do you feel more confident in		

VESL Training
Home Care Provider (HCP) Evaluation

		your work?		
		2. Is your stress level reduced?		
		3. Are you less reliant on translators in the office? With your client(s)?		
		4. Are you happier with your job?		
Client Satisfaction	Interview with client	1. Can you communicate with your HCP?		
		2. Do you feel that your HCP understands your direction?		

Overall Outcome (circle): Successful Unsuccessful

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: MARCH 17, 2004

FROM: PAMELA S. CALLOWAY, CHIEF OF STAFF

SUBJECT: RECOMMENDATION TO APPROVE CUSTOMIZED TRAINING FUNDING TO THE SAN FRANCISCO CHAMBER OF COMMERCE TO OPERATE THE LEGAL STAR (SKILLS TRAINING AND ADVANCEMENT RESOURCES) PROJECT (Agenda Item 8Biii)

ACTION REQUESTED

The Committee is asked to approve funding in the amount of \$12,500 for San Francisco Works (SF Works, San Francisco Chamber of Commerce workforce development affiliate) to operate a customized training program with Jewish Vocational Service (JVS) as the selected training provider. The total cost of the training is \$25,000. SF Works will match WIA Customized Training Funds in the amount of no less than \$12,500 to train 15 existing entry-level legal support staffs in skills advancement.

BACKGROUND

On April 11, 2003, the Executive Committee adopted the Customized Training policy recommendation by the Employer Services Committee. The intent of the Customized Training Program is to meet the special skills requirements of an employer or a group of employers. The training is typically provided by a third party trainer selected by the employer. The training is targeted for unemployed individuals or employed individuals who earn less than the self-sufficient wage as determined by the Board. The employer is required to cover at least 50% of the training cost.

On March 5, 2004, the JVS and SFWorks jointly submitted a proposal for funding of a Customized Training project. This project has been brought forward by collaboration between SFWorks and JVS based on a similar prior joint project. Staff believes this proposal has the potential to be a workable Customized Training program.

Based on staff's review of the proposal, the Program intends to train 15 individuals, who earn between \$12.00 to \$15.00 per hour. The Project is designed to teach existing entry-level legal support staffs job skills that are essential to job advancement. The anticipated outcomes of the training are better communication, computer and career management skills on the part of the trainees. The program will also help to address the projected labor shortage of legal administrative support.

The duration of the course is 60 hours.

Staff is concerned that there is no employer or a group of employers identified at this time, and it was not developed in response to a specific employer's needs to employee training. Nonetheless, it was designed to serve as long-term solution to projected skills and labor shortage problems in this occupation. As a result of the above observations, staff believes that the proposed project can be further developed so that it meets all the requirements outlined in the Customized Training Policy.

RECOMMENDATION

As this project has not been developed in strict compliance with Customized Training policy, staff has reservations in recommending this program for approval. Nonetheless, staff believes the proposal has the potential to be a workable Customized Training program. Therefore, staff recommends the Executive Committee approve the requested \$12,500 funding for this Customized Training project.

If you have any questions prior to the meeting, please contact Robert Schwab at (415) 431-8700.

SFWORKS

Business Solutions For Welfare to Work

465 California St., Suite 908
San Francisco, CA 94104

415-217-5181 Tel
415-576-9256 Fax

March 9, 2004

Workforce Investment San Francisco
c/o Private Industry Council
745 Franklin Street, Ste 200
San Francisco, CA 94102

RE: Legal STAR Application for Customized Training Funds

Dear Committee and Board Members:

I am writing to provide you with some context for the attached application for customized training funds to support the Legal STAR career advancement program. Legal STAR is a somewhat unusual applicant for customized training funds because it has not been developed in response to a specific employer's need to train one or more employees or potential hires. Rather, Legal STAR has been developed to serve as a long-term solution to two related problems:

- Legal employers (law firms; corporate legal departments; and outsourcing firms) that require a supply of skilled labor but don't have resources in-house to develop their own support staff for advancement.
- Entry-level support staff at law firms lacking access to the skills training they need to advance.

The legal profession has long offered – even required participation in – continuing education classes for attorneys. The Association of Legal Administrators provides ongoing education for senior administrators. Focus groups with both management and entry-level personnel, however, have indicated that support staff at law firms also need regular skills-upgrade training. Legal STAR is an effort to meet the needs of both the law firms and the employees by extending legal-specific training to entry-level administrative employees.

Developed over a two year period by Jewish Vocational Service, the Volunteer Legal Services Program of the Bar Association, Urban University and San Francisco Works, Legal STAR stands for "Skills Training and Advancement Resources." Legal STAR builds upon the success of the Legal Employment Action Program (LEAP), a pre-employment training program initiated by the same partners and funded, in part, by welfare-to-work dollars for the last several years.

Piloted last year with six firms and one corporate legal department, the Legal STAR curriculum was informed by focus groups and interviews with human resources and other management personnel from local firms. It provides trainees with a total of 60 hours of instruction. During part 1 of the program, all trainees will participate in a core course focused on business communication, workplace skills, and career development. During part 2, trainees will enroll in either Business Communications II or MS Office Basics based on the skill needs identified by their specific employer.

Philanthropic support for Legal STAR from the Charles Stewart Mott Foundation and the Walter and Elise Haas Fund makes it possible for the partners to build direct employer investment in Legal STAR over time as the program's reputation grows. During the upcoming cycle, for each participating employee, employers will contribute:

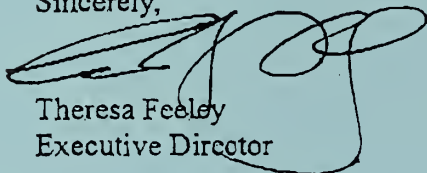
- up to 60 hours of paid leave time;
- a \$150 materials fee;
- the direct supervisor's participation in a discussion regarding career advancement opportunities with the employee and a career counselor.

Supervisors will also provide regular feedback about the program through interviews and surveys. This information will be used to evaluate Legal STAR and to refine the program for future training cycles.

Please note that in addition to implementing career advancement training, the Legal STAR partners share the additional goals of increasing employers' financial commitment, securing long-term sustainable funding, institutionalizing Legal STAR within the Bar Association and developing options for an additional tier of training. The partners are also examining the possibility of offering short-term training to front-line managers, an idea that legal employers are extremely receptive to. By supporting the training costs of Legal STAR, the Workforce Investment Board will be contributing to the achievement of these goals and toward the development of a national model for sector-based career advancement programming.

Thank you in advance for your support.

Sincerely,



Theresa Feeley
Executive Director



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

creating
employment
opportunities

CUSTOMIZED TRAINING PROPOSAL



I. EMPLOYER INFORMATION (To be completed by Employer):

Company: San Francisco Works/SF Chamber of Commerce Telephone #: 415/217-5183
Address: 235 Montgomery Street, 12th Floor Training Site Address (If Different):
San Francisco, CA 94104 JVS, 225 Bush Street, 4th Floor
San Francisco, CA 94104
Name & Title of Contact Person: Terri Feeley, Executive Director
Individual(s) Authorized to Sign Invoices: Terri Feeley, Executive Director
Number of full-time employees: 2.75 Incorporated: YES [X] NO []

II. TRAINING PROVIDER INFORMATION (To be completed by Training Provider):

Organization: Jewish Vocational Service Telephone #: 415/391-3600
Address: 225 Bush Street, 4th Floor, San Francisco, CA 94104
Name & Title of Contact Person: Jim Torrens, Director of Training
Federal Employer Identification Number: 94-2213100
State Identification Number: 226-9735-6
Workers' Compensation Policy Carrier: State Compensation Insurance Fund
Workers' Compensation Policy No.: 1722387 Expiration Date: January 1, 2005
PIC's Eligible Training Provider Lists (ETPL) Number (if applicable) N/A

III. INSTRUCTOR'S QUALIFICATION (To be completed by Training Provider):

Name & Title of Instructor: Mark Guterman - Career Management, Tracey Weaver - Business Communications I: Speaking & Presentation and Empowerment Seminar, Jennabeth Ward - Business Communications II: Writing, vacant - MS Office Basics, guest speaker - Financial Management

Years of Relevant Experience: Please see instructor resumes, attached.

Does he/she have a teaching certificate or other credential (if yes, please attach a copy)? Please see attached resumes and/or job descriptions for credentials. BPPVE certification is in process for Tracey Weaver and Jennabeth Ward.

References: Please attach at least two clients for which comparable training was performed by you.

IV. TRAINING PROGRAM DATA (To be completed by Employer and Training Provider): (use an attached sheet is necessary)

A	B	C	D
Trainee Name (For Current Employee)	Participant(s) Job Title (For Current Employee)	Pre-Training Wage	Post Training Title
Client recruitment in progress	Clients will likely represent a range of job titles including the following:	\$12 -15/per hour	Titles may not reflect additional responsibilities and/or raises
	Office Services Clerk		Office Services Assistant
	Records/File/Case Clerk		Records/File/Case Coordinator
	Receptionist (back-up)		Receptionist (lead)
	Administrative/Clerical Assistant		Administrative Assistant II
	Library Clerk		Calendar/Docket Clerk
	Technology Clerk		Legal Assistant

(a) Recruitment:

Do you need help in the recruitment of trainees? NO

If so, how many trainees do you need to recruit? 15

(b) Qualification:

Do you have an employee minimum qualification skill set? This would be a set of expected employee skills such as literacy and fluency in English, appropriate grooming skills, and the like.

☒ **Yes (see Training Program Data, attached)**

☐ No

Would you like PIC to provide one for you?

☐ Yes

☒ **No**

V. TRAINING COST (To be completed by Training Provider):

Complete and attach forms CTP 100 and CTP 222, as this will constitute your PIC invoice upon acceptance of proposal.

	Cost
A. INSTRUCTIONAL COST	\$22,750
B. TRAINING MATERIALS	\$2,250
C. TRAINING FEES	\$0
TOTAL	\$25,000

VI. ORGANIZED LABOR CONCURRENCE: *(If under collective bargaining agreement, to be completed by Employer)*

Concurrence Given By: N/A
NAME OF UNION REPRESENTATIVE

Title: _____ Date: _____

VII. TRAINING OUTLINE (to be completed by Employer and Training Provider)

OES JOB TITLE: _____ OES #: _____
[If you do not know the OES data, leave blank and we will fill it in for you]

EMPLOYER'S TITLE FOR THIS JOB: See titles listed under Section IV. D

To Be Completed By the Training Provider

Include a detailed outline of training to be provided, tasks to be learned, and approximate hours of training required for each task. (Use an attached sheet if necessary.)

Please see attached course schedule and outline.

To Be Completed By the Employer

Provide a thorough description of the job skills for which training is being requested. (Use an attached sheet if necessary.)

Please refer to Section IV, Training Program Data, and attachment.

To Be Completed By the Employer

- (1) How would you define successful completion of training program? Please be specific, as this definition will be used to evaluate success of training program and the participants' suitability for post training placement/ advancement. (Use an attached sheet if necessary.)

Please see attachment entitled, "To Be Completed by the Employer."

- (2) Do you have an assessment tool to assess trainee's skills attainment? **X Yes**
No
If yes, please attach.

Please see attachment entitled, "To Be Completed by the Employer."

- (3) Please detail the number and type of positions that you plan to open, or the number of employees and type of positions that you plan to advance upon successful completion of the training. (Use an attached sheet if necessary.)

Please see attachment entitled, "To Be Completed by the Employer."

EMPLOYER ASSURANCES

As a condition of the Customized Training Agreement, the Employer must:

1. Identify customized training program participants.
2. Make good faith effort to hire or advance trainee(s) at the successful completion of the training within 30 calendar days. Advancement must take the form of wage increase, work hour increase, benefit increase or a combination of all three.
3. For the training of existing employees, provide the participants with an increase in benefits or earnings, *and* a greater potential for career advancement when compared with those received prior to their training.
4. Insure all trainees are not currently earning a self-sufficient wage that has been determined by the Local Board as \$15.08 per hour or \$2,652.75 per month. Providing supporting documentation such as salary records, W-2 forms or the like will satisfy this.
5. Fully complete Training Outline.
6. Pay at least 50% of the training cost plus any agreed upon administrative costs.
7. Make payment of the Employer Contribution to the PIC in two installments; 50% upon signing of the agreement, and the balance upon completion of the training program *regardless* of trainee(s)' training performance outcome.
8. Provide periodic data to PIC for monitoring review and continuous improvement purposes.

PIC ASSURANCES

As a condition of the Customized Training Agreement, the PIC will:

1. Administer the customized training funds.
2. Monitor the training provider's performance.
3. Facilitate communication between the employer and the training provider.
4. Report monthly, quarterly and annual program outcomes as needed for the Employer, the Training Provider and the WIB Employer Services Committee.
5. Provide trainee's eligibility certification.
6. Provide authorization of enrollment subject to the Employer's selection.
7. Retain license or title to intellectual, personal, and real property produced or purchased under the agreement.
8. Approve Employer's successful completion criteria.

TRAINING PROVIDER ASSURANCES

As a condition of the Customized Training Agreement, the Training Provider must:

1. Comply with all provisions of state and federal equal opportunity and nondiscrimination laws including but not limited to: Title VI and VII of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973; and the Americans with Disabilities Act of 1990.
2. Not exclude from participation in, deny the benefits of, subject to discrimination by, or deny employment in the administration or any program or activity any individual because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
3. Comply with the child labor provisions of the Fair Labor Standards Act (FLSA.)
4. Comply with provisions that limit the use of funds for political activities.
5. Disclose lobbying activities pursuant to 31 USC 1352.
6. Establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
7. Maintain appropriate standards of health and safety in work and training.
8. Comply with the required provision of workers' compensation protection to participants in customized training, at the same level and to the same extent as other employees of the employers who are covered by a state or industry workers' compensation statutes; and provision of workers' compensation insurance or medical and accident insurance for injury or disease resulting from their participation.
9. Insure the program has adequate administrative controls, personnel standards, evaluation procedures, availability of in-service training and other policies as may be necessary to promote the effective use of the subcontract funds.
10. Insure all of the training provider's employees and all of its subcontractors (if applicable) will act professionally and will comply with all requirements of the federal Privacy Act, all pertinent requirements of California State law (specifically, section 1798.55 of its Civil Code, section 10850 of its Health and Welfare Institutions Code, section 501 of its Penal Code, and section 2111 of its Unemployment Insurance Code), all pertinent requirements of the San Francisco Administrative Code, agreements which the PIC has entered into with agencies of the Federal, State of California, and City and County of San Francisco governments and the PIC's policies and procedures in treating all particularized information on individual employers and participants confidentially, sharing such information only with other authorized persons or organizations, and formally requesting written authorization from the PIC before releasing such information in specific circumstances where the applicability of any of these requirements might be unclear.
11. Comply with the provisions of the Fair Employment and Housing Act (Govt. Code, Section 12900 et seq.) the regulations promulgated thereunder (California Administrative Code, Title 2, Section 285.0 et seq.) the provisions of Article 9.5, Chapter 1, Part 1, Division 11135 – 11139.5) and the regulations or standards implement such article.
12. Understand that it may be subject to the examination and audit of the Auditor General for a period of three years after final payment under the subcontract (Govt. Code Section 10532.)
13. Certify that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal debarment or agency [Executive Order 12549, Debarment, and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities.]
14. Provide occupational skills training as subcontracted.
15. Assist the employer and employee with job retention services when necessary.

JENNABETH L. WARD

2229 Clinton Avenue #E

Alameda, CA 94501-4962

(510) 523-6343

email: jennabethward@yahoo.com

Classroom/Tutoring Experience

- 2003-2004 Prepare individuals on public assistance for entry-level positions in San Francisco law firms. Instruction includes literacy training and remediation, verbal and written communication, and English for the work environment.
- 2003 Assisted with classroom instruction; tutored students with assignments and projects; responded to student writing; met with instructors to review daily lesson plans, goals, and objectives; assisted in class preparation activities
- 2002-2003 Graduate Tutor for middle school students in the classroom and after-school, individually and in small groups.
- 2002 Language Arts/English Instructor, Summer Session, Juvenile Hall, Alameda County Dept. of Education: Taught character-based curriculum to multiple-aged incarcerated youth of varying academic levels.
- 2001-2002 Project Bridge, Laney College: Tutored older youth and adult students. Worked with students in small groups, and whole class settings on word patterns and phonics, reading and writing, original writing by students for student newsletter; compiled newsletter.
- 2000-2001 Alameda Unified School District: Tutored first graders in reading intervention program; students increased their reading one grade level.
As a Literacy Paraprofessional, I worked with four 4/5 classrooms-assisting students with assigned projects, working individually and with small groups on reading and writing assignments, as well as math (whole class); facilitated one reading group (literature circle) of four fourth graders throughout the year.
- 1999-2000 College of Alameda: Provided instructional computer assistance to students in the Virtual Workplace. Developed workshops that related to office skills and the work environment.

Health Education/Health Promotion Experience

- 2000 Family Health Project, CA Wellness Guide-UCB-SPH: Planned and implemented workshops for middle school parent leaders; supported parent-initiated projects at middle schools; interviewed parent liaisons about their participation in the Family Health Project (evaluation component).
- 1994-97 Administered California Department of Health three-year Violent Injury Prevention grant to enhance the capacity of the San Francisco Department of Public Health to address violence as a public health issue.

- 1994-97 Facilitated two-year violence prevention planning process resulting in a "Violence Prevention Planning Framework for San Francisco," 1997.
- 1993 Co-author "A Model for Implementing Healthy People 2000 Objectives in African American Communities in California," Ethnicity and Disease, Spring, 1993, Vol. 3, No. 2.
- 1990-91 Compiled and edited statewide African American Health Promotion Task Force Report utilizing Healthy People 2000 Objectives for the Nation, 1991, based on year-long planning effort of the statewide task force.

Research Experience

- 2001-2002 Alameda County Early Childhood Education Research Coordinator, Policy Analysis for California Education (PACE): Qualitative evaluation of child-care providers and participants in the Alameda County Child Development Corps. Duties included planning and implementing focus groups of Corps participants; coding transcripts and writing reports of focus groups.

EDUCATION:

Currently enrolled in Masters in English Program, California State University-Hayward, CA
 M. A. Fall, 2003, U. C. Berkeley, School of Education, emphasis in Advanced Reading and Language Leadership Program (ARLLP)
 M.P.H., University of California-Berkeley-Administration and Planning
 1991-93 - Completed courses for graduate Health Education Specialist emphasis
 B.A., University of Texas-Austin - American Studies/Sociology

EMPLOYMENT HISTORY:

Basic Skills Instructor	Jewish Vocational Services, San Francisco	2003-2004
Teaching Assistant	College Prep. Institute, CSU-Hayward	Summer 2003
Graduate Tutor	West Contra Costa Unified School Dist.	2002-2003
Teacher	Alameda County Department of Education	2002
Research Coordinator	PACE, University of California, Berkeley	2001-2002
Tutor	Project Bridge, Laney College	2001-2002
Literacy Paraprofessional	Alameda Unified School District	2000-2001
Research Assistant	Family Health Project, CA Wellness Guide	2000
Instructional Aide	Virtual Workplace, College of Alameda	1999-2000
Health Educator	San Francisco Department of Public Health	1990-1999

COMPUTER SKILLS: Apple Macintosh and PC competent

MARK GUTERMAN

4741 Michelle Way
Union City, CA 94587
Work: (510) 487-2590
Home: (510) 487-7178
E-mail: Mark060748@aol.com

SUMMARY: Nearly 20 years of diverse experience in career development, including individual counseling, organizational consultation and training, teaching, product development, and writing articles and a book. Known as a visionary, with integrity, sense of humor, and a deep sense of compassion

PROFESSIONAL EXPERIENCE:

PRESIDENT, G & G Associates, 1986-Present

- Consult for organizations in career development, organizational renewal, and human resource planning
- Develop and market career growth materials for organizations and groups
- Author of several articles and a book on career development, work/life balance, and the learning organization

DIRECTOR, PROFESSIONAL SERVICES, Lee Hecht Harrison, 1993-1995

- Managed practice office case load averaging 75 clients a month
- Monitored and evaluated career transition services for individual clients
- Created and delivered training programs for client companies and staff development

CAREER DEVELOPMENT MANAGER, Mervyn's, 1985-1986

- Developed and administered organizational transition programs
- Created career planning materials for employees and managers
- Consulted with management on career development issues

**HUMAN RESOURCES PLANNING/AFFIRMATIVE ACTION MANAGER,
Mervyn's, 1983-1985**

- Managed corporate succession planning process
- Administered and monitored affirmative action plans
- Advised management on human resource planning and development issues

PREVIOUS AND RELATED EXPERIENCE:

COLLEGE RELATIONS MANAGER, Mervyn's, 1981-1983

CONSULTANT/WORKSHOP TRAINER, Options for Working and Living, 1981

STUDENT AFFAIRS ASSISTANT/CAREER ADVISOR, Sonoma State University, 1980-1981

VOCATIONAL COUNSELOR/TEACHER, Santa Rosa City Schools, 1976-1979

RESUME OF: MARK GUTERMAN (Page 2)

EDUCATION:

M. A., Counseling, Sonoma State University, 1982
California State Teaching Credential, San Diego State University, 1974
B. A., History and Political Science, U. C. L. A., 1971

PROFESSIONAL AFFILIATIONS:

Career Planning and Adult Development Network: Presenter, California Career Conference, 1986-2000
Career Development Futures Forum
Institute of Noetic Sciences
World Futures Society

PUBLICATIONS:

"Values: A Key to Meaningful Work," co-authored book chapter, **New Directions in Career Planning and the Workplace**, 2nd edition, 2000

"The Power of Balance in 21st Century Workplaces," Article in **Career Planning and Adult Development Journal**, Spring, 1995.

"Before Heading on to the Info Highway, We Better Look Where We are Going," Viewpoint article in **San Jose Mercury News**, June 6, 1994.

Common Sense for Uncommon Times: The Power of Balance in Work, Family, and Personal Life, Book published by Davies-Black, 1994.

"The Downside of Downsizing: Retaining the Productivity Edge in an Age of Restructuring," Article in **The International Journal of Career Management**, Fall, 1992.

"Working Couples: Balancing Family and Career," Chapter in **New Directions in Career Planning and the Workplace**, ed. Jean Kummerow, 1991.

"Career Growth: A Model and Methods for Changing Times," Article in **The International Journal of Career Management**, Winter, 1991.

"The Journey is the Destination: The Learning Organization as a 21st Century Paradigm," Article in **Vision/Action**, December, 1989.

BIOGRAPHY OF MARK GUTERMAN

Mark Guterman is President of G & G Associates, a consulting firm that teaches people and organizations how to thrive in the changing workplace. Mark teaches for JFK University's MA program in Career Development, does individual career counseling and coaching, and trains and consults for organizations in various aspects of career management and work/life balance. Some of the organizations he has worked with are: Hewlett Packard, Sun Microsystems, Cisco Systems, Levi Strauss, Kaiser Permanente, Citibank, Safeway, Pacific Bell, as well as many other large and small organizations.

Mark is also an author and product developer. His book, **Common Sense for Uncommon Times: The Power of Balance in Work, Family, and Personal Life**, was published in 1994 by Davies-Black. He recently co-authored a book chapter entitled, "Values: A Key to Meaningful Work," appearing in a revised edition of **New Directions in Career Planning and the Workplace**. He is also the co-author of **ValueSearch**, a cross-culturally based process that helps individuals, groups, and organizations determine the values that give meaning to their life and work. In addition, he has created nine other training and development programs used extensively by groups and organizations.

Prior to his current composite worklife, Mark spent ten years in human resources and store management with Mervyn's stores. In his last position there as Career Development Manager, he designed career planning materials for employees and managers, consulted on career pathing, and was instrumental in administering their reorganization and outplacement efforts.

Mark has his BA from UCLA and an MA in counseling from Sonoma State University. He is a member of the California Career Development Association, the Career Planning and Adult Development Network, and the Career Development Futures Forum. He is also a frequent speaker to organizations and conferences throughout the United States, Europe, and Australia.

**Resume
of Tracey Weaver
306-5 Atlas Drive
Hercules, CA 94547
(510) 741-7730 H**

**President and principal trainer
urban university, S.F. C.A.**

September 1998 - present

Principal trainer for non-profit organization for the homeless and low-income communities. Design and deliver workforce development soft skills programs, workshops and retention support services for disadvantaged individuals. Includes work readiness topics, self-esteem, communication skills, diversity, work culture and other employability skills.

Instructor

March 2000 - present

**Office of Contract Education
City College of San Francisco**

Part-time trainer providing custom-designed curriculum in: Cultural Diversity and Gender Sensitivity in the Workplace, Assertiveness and Conflict Resolution, Developing Listening Skills, Interpersonal Skills, Stress Management, Team Building: Working Together Effectively and Motivating Employees

Program Manager

January 1999 - June 1999

One At A Time Foundation

Part-time program manager for a non-profit organization that provides mentors to the homeless and low-income communities. Responsible for recruitment of mentees and training of mentors in San Francisco.

Life Skills Instructor

November 1997 - December 1998

Goodwill Industries, S.F. C.A.

Designed and delivered Goodwill's first life skills program. Trained Goodwill transitional employees in San Francisco, San Mateo and Marin counties. All phases of instructional design to include pilot development and evaluation, program design, workbook design, platform skills and administrative reporting. Co-designed and delivered Goodwill's 24 hour Job Seeking Skills workshop.

Employment Counselor

April 1996 - November 1997

Episcopal Community Services

At the Sanctuary a 200 bed homeless shelter for adults, provided employment counseling and coaching services to shelter residents. All phases of employment counseling to include work readiness, employment plan development and monitoring as well as retention counseling. Designed and delivered the Step Up! Program; a work readiness/life skills program, centered on issues regarding preparing homeless individuals for work or other purposeful activities.

Corporate Trainer

July 1985 - April 1996

Blue Shield of California

For 11 years, moved from data entry clerk to various corporate training positions throughout health services delivery organization. As corporate training and education trainer in company's human resources corporate education and development department, responsible for designing and delivering various corporate education initiatives to more than 35 teams throughout service centers. Also designed corporation's first supervisor training, "Leading Edge," and delivered various corporate staff development programs including Team Building and Quality Improvement.

Education

Contra Costa College - Richmond, CA

Pace program. Major: Liberal Arts with concentration in English 1995 - present

University of California - Berkeley, CA

Designing Training Programs 1996

Interaction Associates - San Francisco, CA

Certificate in Facilitation Skills 1996

JOB ANNOUNCEMENT
Job Title: MS Office Basic Skills Instructor
Part-Time Contract – Daytime hours

The Jewish Vocational Service (JVS) seeks a contract MS Office Basic Skills Instructor for the Legal STAR (Skills Training and Advancement Resources) program, a career advancement program offered in collaboration with SFWorks, and the Volunteer Legal Services Program (VLSP) of the Bar Association of San Francisco.

Legal STAR is a pioneering career advancement program for entry-level employees in the legal industry. The employees, including former welfare recipients, will receive the skills training necessary for them to advance in their legal careers. The twelve-week program will feature career counseling, business communication, financial management, and MS Office skills.

The MS Office Basic Skills Instructor will design and deliver an individualized curriculum for a small group of students. The Legal STAR course will meet from April 8 – July 1, 2004. **The MS Office Basic Skills Instructor will teach one class that meets from May 25 through July 1 on Tuesday and Thursday mornings from 8-10 am.**

Responsibilities

1. Conduct individual and group instruction through demonstration, lecture, cooperative learning activities and other modalities of teaching which regard the needs of learning style differences and learning disabilities.
2. Teach the following subjects using appropriate instructional methods: navigating MS Office, building on MS Outlook e-mail basics, self-paced study in Word, Excel, Access, and PowerPoint. The Instructor will also be responsible for conducting assessments in MS Office and keyboarding.
3. Develop appropriate curricula based on clearly articulated educational objectives, lesson plans; plan and develop course, select materials and conduct research for addressing learning needs of students.
4. Develop, administer, correct, evaluate and record students' progress; track and report student enrollment, attendance, and completion.
5. Participate in program evaluation at completion of class; provide written recommendations for course enhancements and developments.
6. Submit timesheets and other required documentation on a timely basis.

Qualifications

- Experience teaching computer skills and keyboarding and managing computer-based instruction in a classroom setting. Ability to create individualized lesson plans tailored to the skill level of each learner.
- Expertise in current versions of MS Word, Excel, Access, PowerPoint, Outlook, Internet Explorer and Windows, Internet and Outlook.
- Prefer a dynamic, enthusiastic person with excellent interpersonal skills, patience, diplomacy, and tact; someone who is skilled at analogy and translating technical jargon into easily understood language. Social service experience preferred.

- Demonstrated experience in developing curriculum for a variety of learning styles; a clearly articulated educational philosophy; strong classroom management skills.
- Ability to troubleshoot hardware and software problems in MS Windows PC network environment.
- Excellent skills in spoken and written English.
- Bachelors of Arts degree in a related field, or equivalent experience.

Salary and Schedule: Instruction rate \$35-\$45 per hour: curriculum development rate \$20-\$25 per hour. Total of 22 hours of instruction and 22 hours of curriculum development over a 6-week period. No benefits.

Please apply to Leah Abrams (labrams@jvs.org)

IV. TRAINING PROGRAM DATA

(b) Qualification:

The following refers to the employee minimum skill set for this course. This information was compiled from individual interviews with seven law firm supervisors who sent employees for training in the Legal STAR Pilot course in March 2003. This report was researched and written by Nancy J. Siegel of Siegel Management Strategies for SFWorks.

Skills Required for Promotions and Salary Increases: The larger firms have opportunities for promotions and lateral moves to other departments. The smaller firms, or smaller branch offices of larger firms, do not have those same opportunities very often. Salary increases are usually awarded annually and are based on job performance and market – and are usually within a range fixed by management. Occasionally, an additional upwards adjustment will be made to an employee's salary at that time if it is determined that the employee has taken on new responsibilities, even if there has been no promotion. Off-cycle salary increases are not usual except in the case of a promotion to a different position that commands a higher salary.

The employers consistently mentioned the following skills and attributes as the most important criteria for higher salary increases and/or promotions:

1. **Doing well in the current position** – fully meeting or exceeding the requirements of the position. Understanding and mastering the technical aspects of their jobs. A consistent job performance.
2. **Communication skills**. This includes speaking in a professional tone and manner, using “business English” in the workplace, and using correct grammar when speaking and writing (e.g. e-mails). Several employers mentioned that their employees needed to learn how to more appropriately respond to requests and how to respond to and learn from constructive criticism from their supervisors. Poor communication skills will undermine even an otherwise effective employee.
3. **Professionalism**. Some of this overlaps with communication, but what this meant to most of the employers is:
 - a. Understanding the corporate law firm environment and demonstrating a demeanor appropriate to this environment.
 - b. Punctuality and good attendance.
 - c. Socializing during breaks, not during working hours.
 - d. Dressing appropriately and professionally (e.g. not mistaking “casual” for “grubby”).

- e. Not bringing personal problems to work (e.g. not talking loudly on the phone on personal calls at work; understanding the appropriate boundaries when discussing personal issues with co-workers).
 - f. Initiative and follow-through – doing what needs to be done to get the job done. Making an effort to understand the resources that are available in the firm and not always asking the supervisor for the same directions over and over again – more self reliance.
 - g. Working well with co-workers and knowing how to resolve differences.
 - h. Self-confidence. Several employers mentioned that a lack of self-confidence often undermines the employee's ability to seek new responsibilities, to ask appropriate questions, or to believe that he/she can advance.
4. **Computer skills.** The skills that are required will vary from one position to the next. The computer skills needed by an entry-level legal secretary will differ from the computer skills need by a billing clerk or by a file clerk. The most frequent remark by the employers was that the computer skills are very important, but they need to be relevant to each particular job. Most employers reported that the computer skills of their employees were adequate for their current positions.

Legal STAR (Skills Training and Advancement Resources)

Continuing Education for Entry-Level Support Staff

April 8 – July 1, 2004

Program Overview – Course Outline

Part I: Core Classes <ul style="list-style-type: none">▪ Career Management▪ Business Communications I▪ Financial Management▪ Computer Skills Assessment	28 hours	Tuesday & Thursday	8:00 – 10:00 AM
Part II: Skill Building Modules (choose one) <ul style="list-style-type: none">▪ Business Communications II▪ MS Office Basic Skills	20 hours	Tuesday & Thursday	8:00 – 10:00 AM
SUB TOTAL (class hours)	48 hours		
Part III: Professional Development <ul style="list-style-type: none">▪ Career Counseling▪ Empowerment Workshops▪ Networking	4 hours 6 hours 2 hours	Lunch hours 2 Saturday sessions 1 weekday evening	<i>On-site childcare will be provided for the 2 Saturday sessions</i>
SUB TOTAL (class hours)	12 hours		
TOTAL PROGRAM HOURS	60 hours		

Part I: Core Classes

Class Title & Description	Length	Anticipated Outcomes
<i>Career Management</i> <ul style="list-style-type: none"> Law firm organization and structure Career pathways within legal services Client service and internal customer service Assessing your skills and values Working at your potential Marketing your strengths; overcoming weaknesses Networking Setting goals and planning for the future 	10 hours	<i>Upon completion, students should demonstrate:</i> <ul style="list-style-type: none"> More familiarity with administrative structure of law firms Greater appreciation for the importance of customer service (internal and external to the firm) Knowledge of career opportunities within legal services Ability to research careers Assessment of personal career values and orientations Identification of personal strengths and weaknesses in the workplace
<i>Business Communications I:</i> <ul style="list-style-type: none"> Recognizing differences between professional and casual communication <i>Scenarios to be addressed include:</i> <ul style="list-style-type: none"> Avoiding common grammatical errors Communicating effectively with your supervisor Communicating effectively with co-workers Listening actively to ensure understanding Accepting assignments and responding to requests Responding to constructive criticism 	14 hours	<i>Upon completion, students should demonstrate:</i> <ul style="list-style-type: none"> Greater understanding of how to communicate effectively in the law firm setting Increased attention to grammar A more professional tone Enhanced skills in listening, accepting instructions Greater understanding of how to communicate effectively with their supervisor and with co-workers Greater understanding of how to accept constructive criticism and use it to improve performance
<i>Financial Management</i> <ul style="list-style-type: none"> Planning for the future Tools for saving Budgeting for today and tomorrow 	2 hours	<i>Upon completion, students should have:</i> <ul style="list-style-type: none"> A basic understanding of employer-sponsored tools (e.g., 401-k plans) Created financial goals Developed a personal budget
<i>Computer Skills Assessment</i>	2 hours	<i>Upon completion, students should:</i> <ul style="list-style-type: none"> Identify MS Office/keyboarding skills in need of improvement

Part II: Skill Building Modules

Classes to run concurrently – students will be assigned to either *Business Communications II* or *MS Office Basic Skills* based on skills development needs.

Class Title & Description	Length	Anticipated Outcomes
<i>Business Communications II</i> <ul style="list-style-type: none"> ▪ Grammar and punctuation overview ▪ Sentence and paragraph structure overview ▪ Composing effective e-mails ▪ Structuring a basic business letter or memo ▪ Proofreading ▪ Building your vocabulary 	20 hours	<i>Upon completion, students should be able to:</i> <ul style="list-style-type: none"> ▪ Improve the quality of their written communications ▪ Demonstrate improvements in their grammar and punctuation ▪ Apply more professional e-mail style and etiquette ▪ Create a basic business letter or memo ▪ Use spell-checking and vocabulary building tools
<i>MS Office Basic Skills</i> <ul style="list-style-type: none"> ▪ Navigating MS Office ▪ Building on MS Outlook e-mail basics (enhanced formatting, using folders to manage e-mail, attaching documents) ▪ Self-paced study in one of the following: <ul style="list-style-type: none"> ○ <i>Word</i> (basic text editing, styles, tables) ○ <i>Excel</i> (basic spreadsheet preparation, data entry, modifications, reports) ○ <i>Access</i> (basic database creation, searching database, data entry, creating reports) ○ <i>PowerPoint</i> (basic presentation tools, text entry, adding graphics, basic animation tools) 	20 hours	<i>Upon completion, students should be able to:</i> <ul style="list-style-type: none"> ▪ Show a greater understanding of the MS Office tools ▪ Demonstrate enhanced e-mail skills ▪ Demonstrate enhanced skills in one of the MS Office programs (Word, Excel, Access, or PowerPoint)

Part III: Professional Development

Class Title & Description	Length	Anticipated Outcomes
<i>Career Counseling</i> <ul style="list-style-type: none"> ▪ Clarifying personal career goals ▪ Communicating skills ▪ Meeting with supervisor <ul style="list-style-type: none"> ○ Expressing career goals ○ Understanding advancement opportunities ○ Agreeing upon areas needing improvement ○ Selecting a part 2 course ▪ Planning for ongoing education and skills development 	4 hours (scheduled during lunch breaks)	<i>Upon completion, students should demonstrate:</i> <ul style="list-style-type: none"> ▪ A greater ability to communicate their professional accomplishments and skills ▪ Knowledge of career pathways and prerequisites for advancement ▪ An assessment of their personal career goals relative to their skills ▪ A plan for personal career development
<i>Take Charge! Personal Empowerment Seminar</i> <ul style="list-style-type: none"> ▪ Assessing and communicating your needs ▪ Caring for yourself ▪ Balancing work and family ▪ Identifying resources and supports 	2 sessions (Saturdays)	<i>Upon completion, students should demonstrate:</i> <ul style="list-style-type: none"> ▪ A greater awareness of personal needs ▪ Application of tools for personal empowerment ▪ Awareness of resources
<i>Networking for the Present and Future</i> <ul style="list-style-type: none"> ▪ Socializing at a professional event 	1 evening event	<i>Upon completion, students should demonstrate:</i> <ul style="list-style-type: none"> ▪ Ability to network with other professionals

April

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				1 <i>PIC/JVS enrollment & orientation</i> 8-10am JVS	2	3 Empowerment Seminar 1-4pm Tracey Weaver
4	5	6 JVS CLOSED	7	8 Career Management 8-10am JVS Mark Guterman	9	10
11	12	13 Career Management 8-10am JVS Mark Guterman	14	15 Career Management 8-10am JVS Mark Guterman	16	17
18	19	20 Career Management 8-10am <i>Legal Environment</i> JVS Nancy Siegel	21	22 Career Management 8-10am <i>Legal Careers</i> JVS Nancy Siegel	23	24
25	26	27 Business Communications I 8-10am JVS Tracey Weaver	28	29 Business Communications I 8-10am JVS Tracey Weaver	30	

2004

May

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
						1
2	3	4 Business Communications I 8-10am JVS Tracey Weaver	5	6 Business Communications I 8-10am JVS Tracey Weaver	7	8
9	10	11 Business Communications I 8-10am JVS Tracey Weaver	12	13 Business Communications I 8-10am JVS Tracey Weaver	14	15
16	17	18 Business Communications I 8-10am JVS Tracey Weaver	19	20 Financial Management 8-10am JVS	21	22 Empowerment Seminar 1-4pm Tracey Weaver
23	24	25 Computer Skills Assessment 8-10am JVS Computer Lab	26	27 BREAK - Phase II	28	29
30	31 MEMORIAL DAY					

2004

June

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
		1 Business Communications II OR MS Office Basic Skills 8-10am	2	3 Business Communications II OR MS Office Basic Skills 8-10am	4	5
		JVS/Computer Lab		JVS/Computer Lab		
6	7	8 Business Communications II OR MS Office Basic Skills 8-10am	9	10 Business Communications II OR MS Office Basic Skills 8-10am	11	12
		JVS/Computer Lab		JVS/Computer Lab		
13	14	15 Business Communications II OR MS Office Basic Skills 8-10am	16	17 Business Communications II OR MS Office Basic Skills 8-10am	18	19
		JVS/Computer Lab		JVS/Computer Lab		
20	21	22 Business Communications II OR MS Office Basic Skills 8-10am	23	24 Business Communications II OR MS Office Basic Skills 8-10am	25	26
		JVS/Computer Lab		JVS/Computer Lab		
27	28	29 Business Communications II OR MS Office Basic Skills 8-10am	30	July 1 Business Communications II OR MS Office Basic Skills 8-10am		
		JVS/Computer Lab		JVS/Computer Lab		

2004

To Be Completed by the Employer

- (1) How would you define successful completion of the training program? Please be specific, as this definition will be used to evaluate success of training program and the participant's suitability for post-training placement/advancement. (Use an attached sheet if necessary).

Successful completion of the program will be defined as:

- Participation in 80% of class activities
- Demonstration of having achieved the following core outcomes:
 - Familiarity with administrative structure of law firms
 - Appreciation for the importance of customer service (internal and external to the firm)
 - Knowledge of career opportunities within legal services
 - Ability to research careers
 - Assessment of personal career values and orientations
 - Identification of strengths and weaknesses in the workplace
 - Understanding of the social context of language
 - Ability to alter communication styles for various environments and audiences
 - Ability to summarize key points
 - Tone and sentence structure appropriate for a professional setting
 - Understanding of employer-sponsored savings tools (e.g., 401k plans)
 - Created financial goals
 - Developed a family budget
 - Identified computer/keyboarding skills in need of improvement
 - Ability to communicate professional accomplishments and skills
 - Knowledge of career pathways and prerequisites for advancement
 - An assessment of their personal career goals relative to their skills
 - A plan for personal career development
 - Awareness of personal needs
 - Application of tools for personal empowerment
 - Awareness of resources
 - Ability to network with other professionals
- In addition, depending on which module they participate in during Part 2 of the course, students will also demonstrate the ability to:
 - *Business Communication II:*
 - ⇒ Apply professional email etiquette
 - ⇒ Create a business letter or memo
 - ⇒ Ability to use grammar and punctuation appropriate for a business setting
 - ⇒ Use spell-checking and vocabulary building tools
 - *Basic Microsoft Office*
 - ⇒ Attach a file to an email message
 - ⇒ Create a signature file using MS Outlook
 - ⇒ Use at least one of the MS Office programs at an intermediate level

- (2) Do you have an assessment tool to assess trainees' skills attainment?

Yes, we will assess trainees' skills attainment and knowledge growth during the course. Assessment tools and processes are in the process of being finalized by program staff and instructors. For business communications and computer skills modules, these assessments will be objective (please see examples

attached). However, for the other components of the course, active and engaged participation (as subjectively assessed by the instructor and program staff) will serve as a proxy for progress. All participants will be expected to have developed a personalized career advancement plan by the conclusion of the course.

(3) Please detail the number and type of positions that you plan to open, or the number of employees and type of positions that you plan to advance upon successful completion of the training. (Use an attached sheet if necessary.)

Legal STAR will upgrade the skills of legal services employees working in Tier 1 entry-level positions and prepare them for advancement to Tier 2 entry-level positions. These categories are summarized below (please note that job titles vary across firms).

Tier 1	Tier 2
<ul style="list-style-type: none"> ▪ Entry level ▪ Requires minimal prior training or job experience ▪ Requires direct supervision ▪ Examples of job titles include: <ul style="list-style-type: none"> ○ Records/File/Document Clerk (entry level) ○ Back-up Receptionist ○ Administrative Clerk/Clerical Assistant ○ Library Clerk ○ Technology Clerk 	<ul style="list-style-type: none"> ▪ Entry level ▪ Requires some prior training and job experience ▪ Requires direct or general supervision ▪ Examples of job titles include: <ul style="list-style-type: none"> ○ Records Clerk/File Clerk (experienced) ○ Office Services Clerk (mail, fax, copy, messenger, conference rooms) ○ Case Clerk/Case Assistant ○ Receptionist ○ Accounting Clerk ○ Technology Clerk ○ Calendar/Docket Clerk

Advancement among these tiers may not always equate to a change in job title but, rather, a change in job description that includes the assumption of additional responsibilities and a wage increase. At some large firms, such advancement is codified as a change in level, such as Office Services Clerk 1, Office Services Clerk 2, Office Services Clerk 3. Or they may use different titles such Office Services Clerk, Office Services Assistant, Office Services Coordinator.

Because advancement at this entry-level is based on the ability of workers to assume new responsibilities, it is difficult for firms to project the numbers of individuals who will advance during any given period of time. That said, macro-labor market data indicates that, despite a still generally sluggish local economy, there will be continued growth in the types of administrative support positions for individuals with limited or no post-secondary education that Legal STAR is targeting.

According to a 1999 report by the Urban Institute at San Francisco State University, the industrial sector with the greatest growth projections in San Francisco is "Services for Business." Over 58% of all new jobs will be within that sector. Within that sector, the largest occupational category is administrative support. Almost a quarter of the new jobs projected within this category are expected to go to individuals with a high school education or less. The California Employment Development Department's labor market projections for San Francisco for 2001 thru 2008 reinforce the Urban Institute's projections for growth among the type of administrative support positions targeted by the Legal STAR program:

Office Clerk, General	2,500	Short-term OJT
Exec. Secretaries & Administrative Assistants	1,620	Moderate-term OJT

Bookkeeping, Accounting & Auditing Clerks	950	Moderate-term OJT
Receptionists & Information Clerks	950	Short-term OJT
File Clerks	400 (separations)	Short-term OJT
Paralegals and Legal Assistants	160	AA Degree

Law Department
633 Folsom Street, 7th Floor
San Francisco, CA 94107

February 27, 2004

Private Industry Council

RE: Client reference for PIC - Customized Training Proposal Legal STAR

Dear PIC Representative:

I am a graduate of the Legal STAR training offered by SFWorks, JVS, and the Bar Association of San Francisco. I attended the pilot cycle from March to August 2003. I am writing to let you know that I not only enjoyed this training but also improved my skills in many ways. I obtained MOS certification in Microsoft Word as a result of this training. The career counselor, Mark Guterman, taught me a lot, especially in the individual sessions. I learned how to increase my skills, network, and make a plan for future advancement. I also enjoyed Tracey Weaver's class. She helped me believe in myself and gave me useful tips for balancing work and family life that have helped me to be more productive at work. Also, Financial Management with SF EARN was very exciting because the instructor worked with me closely to reach one of my goals, being a home owner.

I think that this training has helped me advance my career at my law firm. I am a Legal Secretary at Wells Fargo Bank. After Legal STAR training, I have had a positive evaluation and a raise. I have more technical work from my bosses. I am more comfortable to plan my future career and life.

I definitely think this training needs to continue so that others can benefit from it. I would be happy to refer some of my entry-level colleagues.

Please feel free to contact me at 415-396-0945 should you have any questions.

Sincerely,



Pensiri Cohn
Legal Secretary
Wells Fargo Bank

Thelen Reid & Priest LLP

Attorneys At Law

February 27, 2004

101 Second Street, Suite 1800
San Francisco, CA 94105-3808

Tel. 415.371.1200
Fax 415.371.1211

www.thelenreid.com

Private Industry Council

RE: Client reference for PIC – Customized Training Proposal
Legal STAR

Dear PIC Representative:

I am a graduate of the Legal STAR training offered by SFWorks, JVS, and the Bar Association of San Francisco. I attended the pilot cycle from March to August 2003.

I am writing to let you know that I enjoyed this training very much. The career counselor, Mark Guterman, taught me a lot, especially in the individual sessions. I learned how to increase my skills, network, and make a plan for future advancement. I also enjoyed Tracey Weaver's class. She helped me believe in myself and gave me useful tips for balancing work and family life that have helped me to be more productive at work.

I think that this training has helped me advance my career at my law firm. Since graduation I have become a proficient employee at Thelen, Reid, & Priest LLP in San Francisco as an evening support clerk in their office services department. Coming from a background where I couldn't even get a minimum-wage job no longer because of my out-dated skills, I consider this to be quite an accomplishment. Currently, I run faxes, handle shipments, work as a receptionist, handle billing, handle inter-office procedural duties, and help out with catering events. These are all duties that could be used as reference points in other areas should I advance at Thelen or move elsewhere in the city. I did not have any of these skills previously. I also have become quite proficient in typing, filing, answering phones, and setting appointments and reminders for both clients and attorneys at my firm. This is also a big plus in my resume skills of which could have only happened from what I had learned at JVS.

I am now getting ready to move to a nicer area, better apartment, and am getting my bills handled and my credit restored thanks to JVS and their constituents. Hopefully, I will be able to become manager of my department someday. I already have felt the impact that a career makes in a person's life compared to that of just working a job. I now have friends whom I can call family and a better perspective as to where I want to go in life. This is all due to the success and continued success of JVS. Please support them as I do. I definitely think this training needs to continue so that others can benefit from it. I would be happy to refer some of my entry-level colleagues.

Please feel free to contact me at (415) 225-0033 should you have any questions.

Sincerely,
Steven M. Boulais
Office Services Evening Support Clerk



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

MEMORANDUM

TO: EXECUTIVE COMMITTEE, WISF

DATE: MARCH 9, 2004

FROM: PAMELA S. CALLOWAY, PRESIDENT

SUBJECT: RATIFICATION OF STAFF SELECTION OF RDJ ENTERPRISES TO
PROVIDE HOPE HOUSE CONSULTANT SERVICES (Agenda Item 8C)

ACTION REQUESTED

The Executive Committee is asked to confirm the PIC staff's selection of RDJ Enterprises as the WISF Board's professional services contractor for providing consulting services to the Hope House disabled homeless project in the Bayview Hunters Point neighborhood of San Francisco.

BACKGROUND

On Aug. 18, 2003, the PIC applied to the U.S. Department of Labor (DOL) for a discretionary grant of \$624,823 in Planning, Research, and Demonstration funds under CFDA 17-720 (Employment Programs For People With Disabilities). The PIC application was a companion to a City and County Department of Human Services (DHS) application to the U.S. Department of Housing and Urban Development (HUD) for \$2,221,676 in housing funds.

Included in the PIC's application was a budget line item for \$25,000 for a "consultant pool for cross-training, capacity building, and systems change."

On Oct. 8, 2003, the DOL issued a press release announcing that the joint application was approved. PIC and DHS staffs were convened immediately to engage in implementation planning.

On Dec. 17, 2003, the PIC released a solicitation for professional services to facilitate systems change for homeless services and ensure coordination of effort among the multiple-objective agencies involved in the project. The solicitation asked for professional services to "...oversee elements of a system change process designed to

make the workforce development system in San Francisco more responsive and effective in serving chronically homeless people” and itemized deliverables as follows:

- A. *The Contractor will have developed and implemented by March 2004 a client-centered service plan for disabled homeless individuals that connects them to mainstream rehabilitation services and encourages their participation in customized employment activities.*
- B. *The Contractor will have developed and implemented by April 1, 2004 a customized employment program plan for the Southeast One Stop Career Link Center. This program plan will describe in detail the specific customized employment activities and services available at the Center.*
- C. *The Contractor will have developed and established by Sept. 25, 2004 a preliminary set of written agreements with the WISF Board, the Department of Rehabilitation, the Department of Health, the Veterans Administration, and the Social Security Administration (and others). The agreements will state each agency's intent to cooperate in the delivery of coordinated mainstream services that result in measurable outcomes which enhance customized employment strategies relative to the system change set forth by the U.S. Department of Labor.*
- D. *The Contractor have developed and established by Sept. 25, 2004 a set of written agreements with the San Francisco Chamber of Commerce, the Small Business Administration, and other similar business affiliations, that state and support the benefits to employers of customized employment practices.*

On Dec. 29, 2003, the DHS informed the PIC of a timetable setback due to the denial of certain McKinney Act funds. In brief, the denied funds prevented the rehabilitation of the hotel where activities were centered. This denial did not stop the project, but changed its nature from a central residential location to scattered housing sites in and around the Bayview.

On Jan. 9, 2004, the PIC accepted three competitive proposals in response to its solicitation:

- 1. Jameson & Associates
- 2. RDJ Enterprises
- 3. Branhym, Baker & Associates

On Jan. 23, 2004, the PIC convened a Review Team of two PIC and two DHS staff to read and rank each proposal and seek a consensus recommendation. All scoring was based on the general requirements of the solicitation. To select a winning competitor, staff applied identical scoring criteria to all proposals.

The clear winner, in the unanimous opinion of the Review Team, was proponent number two, RDJ Enterprises. The principal of RDJ Enterprises is Dwayne Jones, a member of your Executive Committee and the PIC's Board of Directors.

Under ordinary OMB Circular A-122 rules governing non-profit agencies, RDJ Enterprises, because its principal is a member of the Board of Directors, would not be

eligible to receive funding as a consultant. In the opinion of the PIC's legal officer, however, RDJ Enterprises is eligible for this award because State law exempts Workforce Investment Boards (e.g., WISF) from ordinary conflict of interest rules.

The legal opinion concluded: "Consideration of the proposal from RDJ Enterprises by representatives of the PIC Staff or other One Stop Partners for a recommendation from the PIC to the WISF Executive Committee that it either select or reject it is appropriate but only if Mr. Jones is not interviewed in private prior to the publication of that recommendation."

RECOMMENDATION

Staff certifies that there has been no communication with Mr. Jones concerning evaluation of the RDJ Enterprises proposal. Staff recommends RDJ Enterprises. Please attached see score sheets.

The public record must reflect Executive Committee approval or rejection of this consultant selection.

The WISF Executive Committee is responsible for all funds disbursed by the Private Industry Council of San Francisco, Inc., as agent for the Master Partnership between the Workforce Investment San Francisco Board and the Mayor. In its role as Board of Directors of the PIC, it is obligated to establish a clear and unambiguous record of its oversight of all PIC contracting.

PIC staff will be present at your meeting of March 17 to provide any additional information you may require. If you have a conflict of interest in this decision, or the appearance of a conflict of interest, please so note on the declaration provided and refrain from any discussion, motion or vote that may pertain to it.

If you have prior to your March 17th meeting, please call Zelda Saeli at (415) 923-4256 or Wes Dixon at (415) 923-4261.

cc: Proponents

Proponent JAMESON & ASSOCIATES Proposal Number: 01

1. Experience with client-centered services for disabled homeless individuals that connect them to mainstream rehabilitation services and encourages their participation in (customized) employment activities.....	15	<u>8.75</u>
2. Familiarity and experience with (customized) employment activities and local One Stop Career Link Center services.....	15	<u>4.25</u>
3. Past experience with local agencies (WISF Board, the Department of Rehabilitation, the Department of Health, the Veterans Administration, and the Social Security Administration, and others) and experience influencing change with the intent to cooperate in the delivery of coordinated mainstream services that result in measurable outcomes and enhance (customized) employment strategies relative to the system change set forth by the U.S. Department of Labor.	15	<u>7.75</u>
4. Past experience establishing agreements with the business community (San Francisco Chamber of Commerce, the Small Business Administration, and other similar business affiliations) that support initiatives of the workforce development system and promote these initiatives' benefits to employers.	15	<u>5.00</u>
5. Ability to translate federal legislation, knowledge of the workforce development system and/or experience implementing federally legislated programs.	15	<u>8.75</u>
6. Research and writing skills.....	10	<u>8.00</u>
7. Knowledge of and experience working with the Bayview Hunters Point community.	15	<u>0.00</u>
TOTAL		<u>42.50</u>

COMMENTS:

This proponent is based in Pennsylvania and states that a large portion of the work would be accomplished by conference calls. The proposal did not contain information regarding knowledge or experience working in the San Francisco Bayview Hunters Point community. The proposal does not address how local contacts and relationships would be established in the short time frame remaining in the grant.

The proponent has a background as a social worker, has familiarity with the One Stop system, the Department of Rehabilitation, structures of local Workforce Investment Boards, and possessed familiarity with federal programs. A detailed time line for accomplishing goals set forth for the Hope House Employment program was submitted.

Given that the proponent is not local, would need time to establish long distance relationships with local figures and key Hope House lead and partner agency personnel, and provided no knowledge of customized employment practices or references to local business interests, this proposal scored low and is not recommended for the Professional Services contract.

Proponent RDJ ENTERPRISES Proposal Number: 02

1. Experience with client-centered services for disabled homeless individuals that connect them to mainstream rehabilitation services and encourages their participation in (customized) employment activities	15	<u>14.00</u>
2. Familiarity and experience with (customized) employment activities and local One Stop Career Link Center services.....	15	<u>12.50</u>
3. Past experience with local agencies (WISF Board, the Department of Rehabilitation, the Department of Health, the Veterans Administration, and the Social Security Administration, and others) and experience influencing change with the intent to cooperate in the delivery of coordinated mainstream services that result in measurable outcomes and enhance (customized) employment strategies relative to the system change set forth by the U.S. Department of Labor.	15	<u>11.75</u>
4. Past experience establishing agreements with the business community (San Francisco Chamber of Commerce, the Small Business Administration, and other similar business affiliations), that support initiatives of the workforce development system and promote these initiatives' benefits to employers.	15	<u>12.75</u>
5. Ability to translate federal legislation, knowledge of the workforce development system and/or experience implementing federally legislated programs.	15	<u>13.25</u>
6. Research and writing skills.....	10	<u>9.00</u>
7. Knowledge of and experience working with the Bayview Hunters Point community.	15	<u>15.00</u>
TOTAL		88.25

COMMENTS:

The proponent has existing knowledge and experience with the homeless population to be served in the Bayview Hunters Point area of San Francisco as well as extensive experience working and establishing programs for low-income, residents of the same area. The review team believes that these experiences afford the proponent the necessary body of current knowledge and local contacts to achieve the goals of the grant in its remaining 8 months.

This proposal cites national work developing training for disabled persons and thereby has some background knowledge of customized employment practices as well as local experience organizing micro enterprises.

The strong writing samples contained in the proposal describe knowledge of workforce development and federal programs.

This proposal scored an 88 and is recommended for the Professional Services contract.

Proponent BRANHYM, BAKER & ASSOCIATES Proposal Number: 03

1. Experience with client-centered services for disabled homeless individuals that connect them to mainstream rehabilitation services and encourages their participation in (customized) employment activities.....	15	<u>7.25</u>
2. Familiarity and experience with (customized) employment activities and local One Stop Career Link Center services.....	15	<u>2.75</u>
3. Past experience with local agencies (WISF Board, the Department of Rehabilitation, the Department of Health, the Veterans Administration, and the Social Security Administration, and others) and experience influencing change with the intent to cooperate in the delivery of coordinated mainstream services that result in measurable outcomes and enhance (customized) employment strategies relative to the system change set forth by the U.S. Department of Labor.	15	<u>10.00</u>
4. Past experience establishing agreements with the business community (San Francisco Chamber of Commerce, the Small Business Administration, and other similar business affiliations), that support initiatives of the workforce development system and promote these initiatives' benefits to employers.	15	<u>8.30</u>
5. Ability to translate federal legislation, knowledge of the workforce development system and/or experience implementing federally legislated programs.	15	<u>12.75</u>
6. Research and writing skills.....	10	<u>9.75</u>
7. Knowledge of and experience working with the Bayview Hunters Point community.	15	<u>0.00</u>
TOTAL		<u>50.80</u>

COMMENTS:

This proponent identifies no local experience or mention of local ties. The proposal does not cite knowledge or working experience in the Bayview Hunters Point area, and little reference to experience with the homeless. Customized employment is not mentioned and listed references had no contact information.

There is a strong system change base of experience documented as well as mention of experience with small business interests. This proposal contained strong writing samples.

The review team felt that, although this individual is familiar with governmental agencies and cites experience in system change at the state level, that the lack of experience and associations in San Francisco and direct knowledge and experience with the Bayview Hunters Point community would create barriers that could impede the program and goals in the 8 months remaining of the grant.

This proposal is not recommended for the Professional Services contract.

<p>ATTORNEY OR PARTY WITHOUT ATTORNEY (Name and Address) Guadalupe Carolina Flamenco 320 Lake Merced Boulevard, #5 Daly City, CA 94015 (650) 755-0579</p> <p>TELEPHONE NO. (415) 573-7550</p>	<p>FOR COURT USE ONLY</p> <p>RECORDED FILED SUPERIOR COURT COUNTY OF SAN FRANCISCO</p> <p>FEB 6 2004</p> <p>GORDON PARK-LI, CLERK</p>
<p>ATTORNEY FOR (Name): Plaintiff - Party Without Attorney</p> <p>Insert name of court and name of judicial district and branch court, if any: San Francisco County Superior Court - Unlimited</p>	<p>BY: _____ Deputy Clerk</p>
<p>PLAINTIFF/PETITIONER: Guadalupe Carolina Flamenco</p> <p>DEFENDANT/RESPONDENT: Roy Li, Private Industry Council of San Francisco, Inc., Roberta Faisani</p>	<p>CASE NUMBER: 03-419628</p>
<p style="text-align: center;">REQUEST FOR DISMISSAL</p> <p><input type="checkbox"/> Personal Injury, Property Damage, or Wrongful Death</p> <p><input type="checkbox"/> Motor Vehicle <input type="checkbox"/> Other</p> <p><input type="checkbox"/> Family Law</p> <p><input type="checkbox"/> Eminent Domain</p> <p><input checked="" type="checkbox"/> Other (specify): Employment-Harrassment, Discrimination</p>	

— A conformed copy will not be returned by the clerk unless a method of return is provided with the document. —

1. TO THE CLERK: Please dismiss this action as follows:
- a. (1) ☒ With prejudice (2) ☐ Without prejudice
- b. (1) ☐ Complaint (2) ☐ Petition
- (3) ☐ Cross-complaint filed by (name):
- (4) ☐ Cross-complaint filed by (name):
- (5) ☒ Entire action of all parties and all causes of action
- (6) ☐ Other (specify):*

on (date):
on (date):

Date: January 13, 2004

Guadalupe Carolina Flamenco

(TYPE OR PRINT NAME OF ☐ ATTORNEY ☒ PARTY WITHOUT ATTORNEY)

* If dismissal requested is of specified parties only, of specified causes of action only, or of specified cross-complaints only, so state and identify the parties, causes of action, or cross-complaints to be dismissed.


(SIGNATURE)

Attorney or party without attorney for: **Party Without Attorney - Guadalupe Carolina Flamenco**

☒ Plaintiff/Petitioner ☐ Defendant/Respondent
☐ Cross-complainant

2. TO THE CLERK: Consent to the above dismissal is hereby given.**

Date:

(TYPE OR PRINT NAME OF ☐ ATTORNEY ☐ PARTY WITHOUT ATTORNEY)

** If a cross-complaint - or Response (Family Law) seeking affirmative relief - is on file, the attorney for cross-complainant (respondent) must sign this consent if required by Code of Civil Procedure section 581(i) or (j).


(SIGNATURE)

Attorney or party without attorney for:

☐ Plaintiff/Petitioner ☐ Defendant/Respondent
☐ Cross-complainant

(To be completed by clerk)

3. ☐ Dismissal entered as requested on (date):
4. ☐ Dismissal entered on (date): as to only (name):
5. ☐ Dismissal not entered as requested for the following reasons (specify):
6. ☐ a. Attorney or party without attorney notified on (date):
b. Attorney or party without attorney not notified. Filing party failed to provide
☐ a copy to conform ☐ means to return conformed copy

Date:

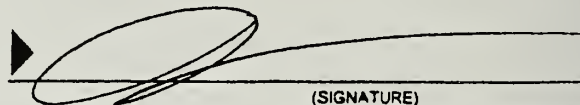
Clerk, by _____, Deputy

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name and Address): Howard M. Garfield (SBN #43369) Jason A. Geller (SBN #168149) Long & Levit LLP 601 Montgomery Street, Suite 900 San Francisco, CA 94111		TELEPHONE NO.: (415) 397-2222	FOR COURT USE ONLY ENDORSED FILED <i>San Francisco County Superior Court</i> FEB 10 2004 GORDON PARK-LI, Clerk BY: CAROLYN BALISTRERI Deputy Clerk
ATTORNEY FOR (Name): Defendants, Roy Li, Private Industry Council of San Francisco et al. Insert name of court and name of judicial district and branch court, if any: San Francisco County Superior Court		CASE NUMBER: 03-419628	
PLAINTIFF/PETITIONER: Guadalupe Carolina Flamenco DEFENDANT/RESPONDENT: Roy Li, Private Industry Council of San Francisco, Inc., Roberta Faisani			
NOTICE OF ENTRY OF DISMISSAL AND PROOF OF SERVICE <input type="checkbox"/> Personal Injury, Property Damage, or Wrongful Death <input type="checkbox"/> Motor Vehicle <input type="checkbox"/> Other <input type="checkbox"/> Family Law <input type="checkbox"/> Eminent Domain <input checked="" type="checkbox"/> Other (specify): Employment-Harassment, Discrimination			

TO ATTORNEYS AND PARTIES WITHOUT ATTORNEYS: A dismissal was entered in this action by the clerk as shown on the Request for Dismissal. (Attach a copy completed by the clerk.)

Date: February 9, 2004

JASON A. GELLER
 (TYPE OR PRINT NAME OF ☒ ATTORNEY ☐ PARTY WITHOUT ATTORNEY)


 (SIGNATURE)

PROOF OF SERVICE

1. I am over the age of 18 and not a party to this cause. I am a resident of or employed in the county where the mailing occurred.
 My residence or business address is:
 601 Montgomery Street, San Francisco, CA 94111

2. ☒ I served a copy of the Notice of Entry of Dismissal and Request for Dismissal by mailing them, in a sealed envelope with postage fully prepaid, as follows:
 - a. ☐ I deposited the envelope with the United States Postal Service.
 - b. ☒ I placed the envelope for collection and processing for mailing following this business's ordinary practice with which I am readily familiar. On the same day correspondence is placed for collection and mailing, it is deposited in the ordinary course of business with the United States Postal Service.
 - c. Date of deposit: February 9, 2004
 - d. Place of deposit (city and state): San Francisco, CA
 - e. Addressed as follows (name and address):
 Guadalupe Carolina Flamenco
 320 Lake Merced Blvd., #5
 San Francisco, CA 94015

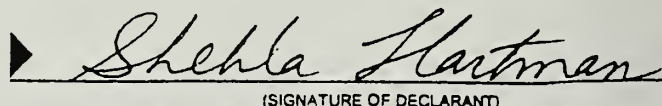
3. ☐ I served a copy of the Notice of Entry of Dismissal and Request for Dismissal by personally delivering copies to the person served as shown below:

Name:
Date:
Time:
Address:

4. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: February 9, 2004

SHEHLA HARTMAN
 (TYPE OR PRINT NAME)


 (SIGNATURE OF DECLARANT)

**NOTICE OF ENTRY OF DISMISSAL
AND PROOF OF SERVICE**

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Solutions
& Plus

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On February 6, 2004 I served the within document(s):

on the following attorneys(s) of record and/or interested parties in the case of *Flamenco v. Roy Li, et al.*, San Francisco Superior Court Case No. CGC-03-419628, by depositing a true and correct copy (copies) thereof in a sealed envelope for collection and mailing at said business address to be deposited with the United States Postal Service on the above date in the ordinary course of business and addressed as follows:

I declare under penalty of perjury that the foregoing is true and correct, and that
was executed on February 6, 2004 at San Francisco, California.

Shehla Hartman
SHEHLA HARTMAN

DOCS\S1875-156\461275.V1

costs to the other Party(s) incurred as a result. FLAMENCO shall not encourage, or cooperate with, or volunteer to assist, any third party in pursuing or bringing any litigation or any legal claims against PIC, unless compelled to do so by legal process, and only to the extent compelled to do so.

2. Release of Claims.

2.1 **Release by Flamenco.** FLAMENCO hereby releases and forever discharges PIC, ROBERTA FAZANDE and ROY LI from all causes of action, claims, judgments, obligations, damages, costs and/or liabilities of whatever kind or character, known or unknown, suspected or unsuspected, arising or occurring prior to the Effective Date, including, but not limited to, those arising under any federal, state, provincial or local law, regulation or ordinance, contract, quasi-contract, the common law, public policy, or any constitution, such as the California Fair Employment and Housing Act, Govt. Code §§12940 *et seq.*, Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Consolidated Omnibus Budget Reconciliation Act of 1985, the Employee Retirement Income Security Act of 1974, Civil Code 51 *et seq.*

2.2 FLAMENCO represents and warrants that she has not assigned or subrogated any claim against PIC or authorized any other person or entity to assert such a claim or claims on her behalf.

3. Waiver of California Civil Code Section 1542.

FLAMENCO understands and expressly agrees that this Release extends to all claims of every nature and kind whatsoever, known or unknown, suspected or unsuspected, past or present, which she has, or may have, against PIC, ROBERTA FAZANDE and ROY LI which arose or accrued at any time up to and including the Effective Date. FLAMENCO thus expressly waives all of her rights under Section 1542 of the California Civil Code. Such Section reads as follows:

A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected her settlement with the debtor.

FLAMENCO understands and acknowledges that she may hereafter discover facts different from or in addition to those that she now believes to be true with respect to the matters released herein. FLAMENCO assumes any and all risk of mistake (or discovery of additional facts) in connection with the circumstances involved in the matters giving rise to this Release.

4. Consideration.

4.1 In consideration for FLAMENCO's releases and other promises herein and pursuant to the other terms and conditions contained in this Release, PIC, solely to avoid the time and costs of additional litigation agrees to reimburse FLAMENCO the total amount of One Thousand Dollars (\$1,000) which represents the amount of medical expenses that FLAMENCO incurred after her employment with PIC terminated (hereinafter "Medical Cost").

GENERAL RELEASE

This General Release ("Release") is made as of _____, 2004 ("Effective Date") by and between on the one hand 1) PRIVATE INDUSTRY COUNCIL OF SAN FRANCISCO, INC., ROY LI, and ROBERTA FAZANDE, including their current and former directors, officers, employees, agents, successors, assigns, attorneys, insurers and all others claiming through or by anyone of them (collectively, "PIC" unless otherwise indicated) and on the other hand 2) GUADALUPE CAROLINA FLAMENCO, an individual, and her agents, heirs, spouse, executors, administrators, successors, assigns, attorneys, and all others claiming through or by her, (collectively, "FLAMENCO"). Each of the foregoing entities or individuals may be referred to hereinafter individually as a "Party" or collectively as the "Parties."

R E C I T A L S

1. FLAMENCO filed a lawsuit against PIC based on alleged events arising out of her employment. PIC vigorously denies the allegations in the lawsuit and has resolved this matter solely to avoid the time to be incurred in future litigation. FLAMENCO retracts her allegations in the lawsuit in the interest of finally and forever disposing of all alleged claims against PIC, ROBERTA FAZANDE and ROY LI.
2. The Parties have reached a final resolution of the allegations that formed the basis of FLAMENCO's lawsuit and her actual or potential claims against PIC.
3. The Parties desire to memorialize the terms of such resolution in this Release as hereinafter set forth.

1. Pending and Future Legal or Administrative Actions; Covenant Not to Sue.

1.1 The Parties represent that there are no actions at law or administrative proceedings or charges pending as of the Effective Date which concern allegations based on FLAMENCO's employment, business or personal relationship with PIC, other than the action entitled *Flamenco v. Private Industry Council et al.*, San Francisco Superior Court Case No. 03-419628 (the "Suit" herein).

1.2 Subject to the terms herein, to the fullest extent that she may permissibly agree to do so by law, FLAMENCO shall not institute, submit or file, or permit to be instituted, submitted or filed on her behalf, nor knowingly be a class member in, any lawsuit, charge, claim, complaint or other proceeding against PIC with any administrative agency, court or other forum, under any federal, state, provincial or local law, regulation, or ordinance, contract, quasi-contract, the common law, public policy, or any constitution, including, without limitation, the California Fair Employment and Housing Act, Govt. Code §§12940 *et seq.*, Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Consolidated Omnibus Budget Reconciliation Act of 1985, the Employee Retirement Income Security Act of 1974, Civil Code 51 *et seq.*, arising or occurring at any time up to and including the Effective Date hereof. In the event that FLAMENCO institutes or becomes a party to any such lawsuit, charge, claim, complaint or other proceeding, the claims shall be dismissed with prejudice and with an award of attorneys' fees and

4.2 Upon PIC's receipt through FLAMENCO of the original signed version of the Release and the executed dismissal with prejudice of the entire Suit and all Parties thereto, as defined below, PIC shall execute the Release, insert the date of execution as the Effective Date hereof, and deliver a fully executed copy to FLAMENCO, along with the Medical Cost.

4.3 The Medical Cost shall be paid in one check as follows: The check will be made payable to "Guadalupe Carolina Flamenco" in the amount of \$1,000. PIC shall issue to FLAMENCO a separate 1099 form in the amount of the Medical Cost set forth above. Immediately after PIC's delivery to FLAMENCO of a copy of the fully executed version of the Release, and the Medical Cost, PIC shall file the executed dismissal with prejudice and thereafter return to FLAMENCO an executed endorsed filed copy of such dismissal with prejudice of all of her claims in the Suit and all Parties thereto. FLAMENCO authorizes and directs PIC to file the dismissal on her behalf.

4.4 FLAMENCO is solely responsible for paying taxes on the Medical Cost, and is solely responsible for compliance with federal or state tax laws regarding payment of the Medical Cost. FLAMENCO is advised to seek the advice of her tax counsel concerning her responsibility to pay taxes on the Medical Cost. FLAMENCO agrees to indemnify PIC in the event of any liability imposed against it by any third party, including, without limitation, all liens, subrogation claims or other claims of any kind, including any liability imposed by any taxing authority or any other authority imposing liability on it for FLAMENCO's failure to pay any taxes on the Medical Cost. PIC agrees to notify FLAMENCO of any such claims and/or liability within a reasonable time period of learning of such so as to give her an opportunity to defend against any such claims and/or liabilities.

4.5 FLAMENCO understands and acknowledges that PIC is and never will be under any obligation to employ, or re-employ her, and any refusal to employ, or re-employ, her will not subject PIC to liability on any grounds. Any application for employment that FLAMENCO makes to PIC may be rejected without cause and without any liability whatsoever by PIC.

4.6 It is understood that payment of the above Medical Cost is made to compromise and release all of FLAMENCO's potential and actual claims against PIC, ROBERTA FAZANDE, and ROY LI, including all claims for damages against PIC alleged in the Suit. The Parties acknowledge that they are each to bear their own costs and attorneys' fees incurred in the Suit or in the prosecution or defense of their actual or potential claims against each other.

4.7 FLAMENCO agrees that she shall not defame, disparage, insult or otherwise criticize to any third parties PIC, ROBERTA FAZANDE and ROY LI. FLAMENCO acknowledges and agrees that her promise under this Section 4.7 is a material part of this Release and of PIC's decision to enter into it.

5. Denial of Liability By PIC.

The parties expressly recognize and agree that the making of this Release does not in any way constitute an admission or concession of wrongdoing on the part of PIC. FLAMENCO retracts the allegations in the Suit against PIC, ROBERTA FAZANDE, and ROY LI, and acknowledges that PIC provides the Medical Cost solely to avoid the time and costs of additional

litigation. PIC denies that any claimed emotional distress suffered by FLAMENCO which resulted in medical treatment was caused by any wrongdoing by PIC, ROBERTA FAZANDE or ROY LI.

6. Attorneys' Fees.

In any legal action solely and specifically for breach of the Parties' respective obligations under the Release, the prevailing Party therein shall be entitled to have its/her costs and reasonable attorneys' fees paid by the losing Party.

7. Severability.

If any provision or clause of the Release is declared illegal or unenforceable by any court of competent jurisdiction and cannot be modified to be enforceable, that provision will immediately become null and void, leaving the remainder of the Release in full force and effect.

8. Construction and Forum.

Each Party has reviewed the Release. Therefore, the normal rule of construction that any ambiguity or uncertainty in a writing shall be interpreted against the party drafting the writing shall not apply to any action on the Release. The Release is made in the State of California and shall be construed and interpreted in accordance with its laws without regard to its principles of conflicts of law. The Parties agree that any dispute arising out of this Release shall be adjudicated in the Superior Court of California, City and County of San Francisco, to the jurisdiction of which the Parties submit.

9. Integration.

The Release represents the complete understanding between the Parties regarding the subject matter herein, and no other promises or agreements shall be binding on the Parties or shall modify the Release unless it is in writing and signed by the Parties. The Release supersedes any prior agreements between the Parties and shall be binding upon the Parties, their successors and assigns, as to the subject matter herein. The Parties represent that they have not relied upon any promise or representation not contained in the Release in executing it.

10. THE SIGNATORIES HAVE CAREFULLY READ THIS ENTIRE RELEASE. THE PARTIES HAVE HAD THE CHANCE TO HAVE THEIR ATTORNEYS FULLY EXPLAIN ITS CONTENTS TO THEM. THE SIGNATORIES FULLY UNDERSTAND THE FINAL AND BINDING EFFECT OF THIS RELEASE. THE ONLY PROMISES OR REPRESENTATIONS MADE TO ANY SIGNATORY ABOUT THIS RELEASE ARE CONTAINED HEREIN. THE PARTIES HEREBY ACKNOWLEDGE THAT THEY ARE SIGNING THIS RELEASE VOLUNTARILY AND FREELY AND WITHOUT PRESSURE OR UNDUE INFLUENCE FROM ANY OTHER PARTY.

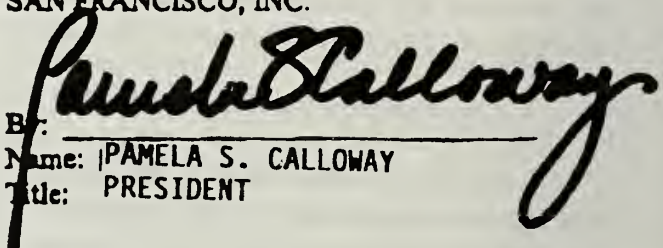
11. This Release may be executed by the Parties in counterparts with each counterpart to be deemed an original as to the Party executing it. Facsimile signatures shall have the same effect as originals.

DATED: 1.13.04, 2004

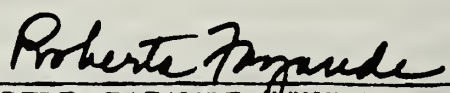

GUADALUPE CAROLINA FLAMENCO

DATED: January 14, 2004

PRIVATE INDUSTRY COUNCIL OF
SAN FRANCISCO, INC.


By: _____
Name: PAMELA S. CALLOWAY
Title: PRESIDENT

DATED: January 14, 2004


ROBERTA FAZANDE, HUMAN RESOURCE
MANAGER

DATED: January 14, 2004


ROY LI, CENTER MANAGER, CAREER LINK
CENTER

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WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

DOCUMENTS DEPT.

DRAFT MINUTES OF THE March 17, 2004 MEETING OF THE

MAY - 6 2004

EXECUTIVE COMMITTEE OF THE WORKFORCE INVESTMENT SAN FRANCISCO (WISF) BOARD

SAN FRANCISCO
PUBLIC LIBRARY

The meeting was held in the Auditorium of Community College District Office located at 33 Gough Street in San Francisco, California 94103.

PRESENT:

Lynn Bunim, Chair, Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy (9:40), Nathan Nayman (9:40), Trent Rhorer (9:37), Tom Ryan, and Abby Snay

ABSENT:

Philip Day, Dwayne Jones and Brian Murphy

PIC STAFF:

54 Cheryl Bertrand, Pamela Calloway, Alice Chiu, Cathy de Cristofaro, Wes Dixon, Roberta Fazande, Lorraine Giordano, Sean Hallisey, Karen Hart, Raymond Holland, Lucia Hughes, Kimberly Low, Jana Overbo, Zenaida Paguirigan, Zelda Saeli, Robert Schwab, Adrian Trujillo, and Judith Villamor

PUBLIC (AS EVIDENCED BY THE SIGN IN SHEET):

Dalila Ahumada, Margaret Barar, Theresa Feeley, Garry Grady, Jeff Green, Bob Hays, Henry Lau, Tony Lugo, Mark Mak, Ellouise Patton, Gerry Souzis, Jim Torrens, and Vivian Warren

The meeting was convened at 9:33 AM with a quorum established.

Chair Bunim thanked the Members who were present at the Retreat for their dedication and spirit. She extended her gratitude to Steve Gunderson, the facilitator, Pamela Calloway and staff. She reported that the actions taken at the Retreat will help the Board move forward. There were also some "parking lot" issues and they will be discussed at a later time.

Ms. Bunim also made the Committee aware that the Statement of Economic Interest Form 700 must be completed and returned by April 1st and referred any questions and comments to Raymond Holland, legal counsel at the PIC.

Motion to adopt the agenda was made by Leslie Luttgens and seconded by Abby Snay.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Motion to adopt the minutes of the January 14, 2004 meeting was made by Tom Ryan and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Chair Bunim arranged to have Agenda Item 4, Committee Reports, at the end of the meeting.

Item 5 – One Stop Committee Recommendation

One Stop System Projected Expenditure Plan for WIA Share of One Stop System Expenses

Robert Schwab presented an overview of the recommendation to approve the proposed Program Year 2003-04 One Stop System Expenditure Plan for the WIA share of the One Stop System expenses. He added that a cost sharing agreement between One Stop Partners is in development.

Leslie Luttgens asked if the Finance Subcommittee has reviewed and approved the plan. Mr. Schwab replied that the Finance Subcommittee has not and added that the Finance Subcommittee reviews and decides on the initial sub-allocation of WIA funds – the One Stop Committee is responsible for the oversight of the One Stop budget and expenditures.

Ms. Luttgens inquired why there isn't more detail in the personnel cost. Mr. Schwab responded that staff chose not to list the salaries of individuals.

Trent Rhorer asked if the personnel cost includes new positions. Mr. Schwab replied that it only covers the existing positions.

Mr. Rhorer asked if there are any projections for next year. Pamela Calloway replied that PIC has not received allocations from the State.

There was no public testimony on this agenda item.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Item 6 – Youth Council Recommendation

PY 04 – 06 Youth Services Request for Proposals (RFP) Solicitation Framework

Ann Cochrane presented an overview of the recommendation to approve the proposed youth services RFP solicitation framework, which includes a calendar, program requirements, program eligibility, performance measures, and selection criteria. It is also recommended that staff be authorized to release a RFP for youth services to be funded by multiple funding sources as appropriate and resulting in annual cost reimbursement contracts, renewable through PY 2004-06 solicitation period. She added that the Youth Council has held many public hearings and has thoroughly vetted this solicitation framework.

There was no public testimony on this agenda item.

Motion to adopt the recommendations was made by Rosalie Bulach and seconded by Trent Rhorer.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, and Tom Ryan

Nays: None

Abstentions: Abby Snay

Motion passed.

Chair Bunim thanked the Youth Council and staff for their hard work.

Item 7 – Program Resources Committee Recommendations

A. Welfare to Work Planning Recommendations

Trent Rhorer presented an overview of the recommendation to approve the proposed expenditure plan for welfare to work finds for Program Year 2004. The recommendation is to have all training funded on an individual referral basis and that requires potential training providers approved by the California Bureau of Private Post-Secondary and Vocational Education, California Department of Education, or Chancellor's Office of the California Community Colleges.

Public Testimony

San Francisco Works

Theresa Feeley asked if PIC or DHS will provide technical assistance in the Eligible Training Provider List (ETPL) application process. Chair Bunim asked that Trent Rhorer and Pamela Calloway to arrange that.

Tom Ryan asked that Ms. Feeley clarify the issues. Ms. Feeley's main concerns are with technical assistance to complete the application and advocacy to influence the ETPL to be more flexible.

Pamela Calloway added that there are three issues with ETPL: (1) the WISF Board had decided that it would not be an additional credentialing body (and would therefore rely on credentials and certifications of other recognized entities); (2) it is an expensive process; and (3) ETPL ineffectiveness should be discussed (is it an effective tool for selection of high-performing training services) as a tool.

Trent Rhorer suggested that staff consult with training providers (including CBO's) who have gone through the ETPL process about their experiences and challenges.

Motion to adopt the Welfare to Work recommendations was made by Nathan Nayman and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, Trent Rhorer, and Tom Ryan

Nays: None

Abstentions: Brian Murphy and Abby Snay

Motion passed.

B. Workforce Investment Act (WIA) Carry Forward Funds and PY'04 Program Planning Considerations

Trent Rhorer presented an overview of the recommendation to approve the proposed expenditure plan for \$38,603 in unexpended "roll-over" funds from last year and an plan for the Program Year 2004-05 funding. It is recommended that the \$38,603 be added to the Individual Referral pool to serve additional adults with individualized assessments and choice of training. With Program Year 2004-05 allocations, it is recommended that the funds be distributed to high performing current group subcontracts, individual referrals and employer-matched Customized Training.

There was no public testimony on this agenda item.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Rosalie Bulach.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer and Tom Ryan

Nays: None

Abstentions: Abby Snay

Motion passed.

Item 8 – Staff Recommendations

A. Resolution of Reorganization

Pamela Calloway presented an overview of the recommendation to approve a resolution to articulate the design criteria for reorganization of the Private Industry Council of San Francisco, Inc.

Public Testimony

Private Industry Council of San Francisco, Inc.

Zenaida Paguirigan thanked the Committee for approving the Memorandum of Understanding between the PIC, Inc. and SEIU. However, she was concerned about job security with the reorg resolution. She added that management is too “top heavy”.

Kimberly Low reiterated Ms. Paguirigan's comments and added that the union did not receive advance notice of this item. She suggested that management meet and confer with the union.

Tom Ryan asked Ms. Calloway why the resolution is needed. She reminded the Committee of the long process of the labor negotiations during which time the Committee repeatedly expressed the desire to return its role of government not management of the PIC. She continued that this resolution would clarify the Committee's role in governance and provide guidance to management in the design of the reorg. Mr. Ryan asked how of the request from SEIU to meet and confer with management would be handled.

Ms. Calloway responded that it was her understanding was that a meet and confer request needs to be a written request. She offered to seek advice from counsel, Art Hartinger.

Chair Bunim commented that Towers Perrin has offered their services **pro bono** to PIC management and added that their expertise in reorganization is invaluable.

Motion to adopt the Reorganization Resolution was made by Ann Cochrane and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

B. Customized Training Proposals

Nathan Nayman asked that consideration of these proposals be tabled and referred back to the Employer Services Committee for review and approval before requesting Executive Committee's approval. He added that he had asked for a broader marketing effort to the business community and has not yet seen those efforts. He added that he did not want to see the Customized Training pilot project as an “insider game”.

Trent Rhorer commented that the lack of marketing efforts reflect a lack of funds to support that activity.

Chair Bunim reminded the Committee that the money set aside for this project must be spent by June 30, 2004.

Motion to have future customized training proposals reviewed by the Employer Services Committee before coming forth to the Executive Committee was made by Brian Murphy and seconded by Rosalie Bualch.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Tom Ryan added that those meetings should be properly noticed in a timely manner.

Mr. Nayamn added that the Employer Services Committee would like to see a marketing plan for the customized training program, targeting small to medium-size businesses, within 30 to 45 days.

Bi. In-home Support Services Consortium (IHSS)

Robert Schwab presented an overview of the recommendation to approve \$4,000 for IHSS to operate a customized training program with Arriba Juntos as the selected training provider. The total cost of the training is proposed at \$8,000. IHSS will match WIA Customized Training Funds in the amount of no less than \$4,000 to train existing workers in caregiver skills enhancement.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Bii. IHSS

Robert Schwab presented an overview of the recommendation to approve \$5,000 for IHSS to operate a customized training program with Arriba Juntos as the selected training provider. The total cost of the training is proposed at \$10,000. IHSS will match WIA Customized Training Funds in the amount of no less than \$5,000 to train 25 existing workers in Vocational English as-a-Second Language.

Motion to adopt the recommendations was made by Brian Murphy and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Biii. San Francisco Chamber of Commerce

Robert Schwab presented an overview of the recommendation to approve \$12,500 for San Francisco Works, a San Francisco Chamber of Commerce workforce development affiliate, to operate a customized training program with Jewish Vocational Service as the selected training provider. The total cost of the training is proposed at \$25,000. San Francisco Works will match WIA Customized Training Funds in the amount of no less than \$12,500 to train 15 existing entry-level legal support staff in skills advancement.

Motion to adopt the recommendations was made by Brian Murphy and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Trent Rhorer, and Tom Ryan

Nays: None

Abstentions: Nathan Nayman and Abby Snay

Motion passed.

iv. San Francisco Hotel Consortium/Restaurant Labor Management/Education Funds Project

Robert Schwab presented an overview of the recommendation to approve \$11,300 for San Francisco Hotel Consortium/Restaurant Labor Management/Education Funds Project to operate a customized training program. The total cost of the training is proposed at \$22,600. They will match WIA Customized Training Funds in the amount of no less than \$11,300 to train 20-25 individuals.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, and Abby Snay

Nays: None

Abstentions: Tom Ryan

Motion passed.

C. Solicitation for Professional Services Contract for Hope House program

Pamela Calloway presented recommendation to confirm PIC staff's selection of RDJ Enterprises as the professional services contractor to provide services for the Hope House project (addressing chronic homelessness) in the Bayview Hunters Point neighborhood of San Francisco.

Motion to adopt the recommendations was made by Trent Rhorer and seconded by Nathan Nayman.

Ayes: Ann Cochrane, Leslie Luttgens, Brian Murphy, Nathan Nayman, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: Rosalie Bulach

Abstentions: None

Motion passed.

Item 9 – Dismissal of Litigation

Raymond Holland briefly reported that the *Flamenco versus Private Industry Council, Inc.* lawsuit was dismissed.

Tom Ryan commented that it seems odd to have included details of the lawsuit. Mr. Holland replied that all the information provided is public information.

Item 9 – President's Report

Pamela Calloway presented the following President's report:

- Jana Overbo is the new Disability Navigator. She will be responsible for identifying challenges that exist within the One Stop San Francisco System for people with disabilities
- Chair Bunim will make Committee assignments for the "parking lot issues" from the WISF Board Retreat. WISF Board documents (5-year plan, next steps, etc) will be reviewed and amended as necessary.
- A proposed Bylaw amendment for the Consent Calendar process will be posted by March 22nd.
- There were some recent Mayoral appointments of note to this Board: Carol Lamont on Mayor's Taskforce to develop a 10-year plan to end chronic homelessness; E. David Ellington on Board of Retirement; and Ellouise Patton on Human Rights Commission.
- The Workforce Alliance arranged a meeting on February 27, 2004 with Chronicle editorial staff to discuss workforce and economic development issues. Board Members who participated in the meeting were: Theresa Feeley, Pamela Calloway, Tom Ryan, and Abby Snay. Phyllis McGuire of City College of San Francisco and Todd Doing of the Center for Economic Development as participated in this meeting.
- Home Depot has signed a First Source agreement.
- Private Industry Council participated in a California State National Emergency Grant application that targets assistance to transportation sector.
- Employment Development Department and San Francisco Foundation have partnered in a sector strategy for life science and healthcare career advancement called *Bay Area Collaborative*. The concept papers for healthcare initiatives are due April 8th.
- Audit is completed and will be presented to the Finance Subcommittee for approval.
- Rosalie Bulach has visited the One Stop in Seattle and will report her visit at the next upcoming One Stop Committee Meeting.
- Jewish Vocational Service has moved to a new location, 225 Bush Street.

Public Testimony on Non Agenda Items

Kimberly Low announced that Vince Mammini has retired from the Private Industry Council, Inc. after 24 years of service.

Motion to adjourn was made by Leslie Luttgens and seconded by Rosalie Bulach.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Brian Murphy, Trent Rhorer, Tom Ryan, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

The meeting was adjourned at 11:30 A.M.

All written materials distributed at the meeting are posted on the Private Industry Council's website, www.picsf.org, and incorporated by reference herein.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

MAY - 6 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday, May 12, 2004
Time: 9:30 a.m. to 11:30 a.m.
Location: Classroom 2 and 3
Van Ness Plaza
1650 Mission Street, 2nd Floor
San Francisco, CA 94103

05-00-04A12-00-REV-01

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

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Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

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Lobbyist Registration and Reporting Requirements

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Issued: Wednesday, May 5, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, MAY 12, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of Minutes from the March 17, 2004 meeting (*Action Item*)*
4. Committee Reports (Information Item)
 - A. Finance Subcommittee
 - B. Employer Services Committee
 - C. One Stop Operations and Services Committee
 - D. Program Resources Committee
 - E. Youth Council
5. Finance Recommendations (*Action Item*)**
 - A. Proposed Action: Approval of Distribution of WIA formula funds
6. Employer Services Committee Recommendation (*Action Item*)*

Proposed Action: Approval of Customized Training Proposal -- Home Health Advocates, Inc. to Operate a Home Health Attendant Training Course
7. Program Resources Committee Recommendations (*Action Item*)*
 - A. Proposed Action: Approval of Design and Selection Criteria for Request For Proposals (RFP) for Refugee Targeted Assistance (TA) and Refugee Employment Social Services (RESS) Formula-Funded Programs
 - B. Proposed Action: Approval of PY 2004 Workforce Investment Act (WIA) Adult Training Funds' Expenditure Plan: Group Subcontracts, Individual Referral, and Employer-Directed Customized Training
8. Chair's Report (Discussion Item)
9. President's Report (Discussion Item)
10. Public Testimony on Non-Agenda Items (Discussion Item)
11. Future Agenda Items (Discussion Item)
12. Adjournment (*Action Item*)

* Information enclosed.

** The Finance Subcommittee is meeting on Thursday, May 6, 2004. Materials related to this item will be mailed and posted as soon as it is available.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: APRIL 21, 2004

FROM: NATHAN NAYMAN, EMPLOYER SERVICES COMMITTEE CHAIR

SUBJECT: RECOMMENDATION TO APPROVE CUSTOMIZED TRAINING FUNDING TO HOME HEALTH ADVOCATES, INC. TO OPERATE A HOME HEALTH ATTENDANT TRAINING COURSE

ACTION REQUESTED

The Executive Committee is asked to approve the funding in the amount of **\$6,000** for Home Health Advocates, Inc. to operate a customized training program with Arriba Juntos as the selected training provider. The total cost of the training is proposed at \$12,000. Home Health Advocates, Inc. will match WIA Customized Training Funds in the amount of no less than \$6,000 to train 15 participants in basic Home Health Attendant skills.

BACKGROUND

On April 11, 2003, the Executive Committee adopted the Customized Training policy recommendation by the Employer Services Committee. The intent of the Customized Training Program is to meet the special skills requirements of an employer or a group of employers. A third party trainer selected by the employer typically provides the training. The training is targeted for unemployed individuals or employed individuals who earn less than the self-sufficient wage as determined by the Board. The employer is required to cover at least 50% of the training cost.

On April 9, 2004, the Home Health Advocates, Inc. and Arriba Juntos jointly submitted a proposal for funding of a Customized Training project.

On April 21, 2004, the Employer Services Committee reviewed the proposals and heard a presentation from Alex Saldarriaga, the owner of Home Health Advocates, Inc. Although a quorum was not established at the meeting, Committee members unanimously agreed to recommend this project for funding.

The Program intends to train a total of 15 individuals, that are a combination of existing workers who earn between \$9.00 and \$10.00 per hour, and unemployed individuals. It is designed to teach participants specialized skills necessary to work

successfully as Home Health Attendants in a firm that distinguishes itself with more highly-trained personnel. The specialized training prepares Home Health attendants to more effectively deal with difficult patients, recognize patient distress or medical disorders sooner, and provide a higher level of patient services and attention than is generally available in the industry.

The duration of the course is 30 hours, six hours per day for five days. The employer expressed good faith efforts in advancing individuals upon successful completion of the training. Advancement may take the form of higher pay and/or more work hours or, in the case of those who were unemployed prior to training, hiring of individuals upon completion. As a result of the above observations, staff believes that the proposal meets all the requirements outlined in the Customized Training policy.

RECOMMENDATION

The Employer Services Committee recommends that the Executive Committee approve the requested \$6,000 funding for this Customized Training project.

If you have any questions prior to the meeting, please contact Robert Schwab at (415) 431-8700.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE DATE: MAY 4, 2004
KSA for LSG

FROM: LINDA SQUIRES GROHE, VICE CHAIR, PROGRAM RESOURCES COMMITTEE (PRC)

SUBJECT: RECOMMENDED DESIGN AND SELECTION CRITERIA FOR A REQUEST FOR PROPOSALS (RFP) FOR REFUGEE TARGETED ASSISTANCE (TA) AND REFUGEE EMPLOYMENT SOCIAL SERVICES (RESS) FORMULA FUNDED PROGRAMS (AGENDA ITEM 7A)

Action Requested

The Executive Committee is asked to approve a refugee services RFP design and content, selection criteria, and tentative schedule.

The PRC met today, reviewed and modified staff's recommendations, and is forwarding the PRC recommendations to you for your approval.

Background

Targeted Assistance (TA) and Refugee Employment Social Services (RESS) formula funds are allocated to San Francisco by the federal Office of Refugee Resettlement (ORR) through the California Department of Social Services (CDSS) mainly for the provision of employment services for refugees who have been in the country for 60 months or less. For the past few years, the State of California has received a waiver from ORR that enables RESS-funded programs to serve those who have been in the country more than 60 months. RESS funds may also be used to provide acculturation/social adjustment services.

The Private Industry Council of San Francisco, Inc. (PIC) last issued a Request For Proposals (RFP) for refugee formula funded employment and acculturation programs in 2001. Since that RFP stipulated that subcontracts could be extended for a maximum of three consecutive years, there is now an obligation to issue a new RFP.

Available Funding

The 2004/5 Preliminary funding allocations below were received from the CDSS Refugee Programs Bureau (RPB) on May 3rd. The chart also includes final amounts from the previous three years. The 2001/02 amount is what was available in the year the last RFP was issued.

	2001/02 FINAL	2002/3 FINAL	2003/4 FINAL	2004/5 PRELIMINARY
TA	\$630,305	\$476,273	\$340,099	\$276,648
RESS	\$231,736	\$123,498	\$97,979	\$102,333
TOTAL	\$862,041	\$599,771	\$438,078	\$378,981

Please be advised that final allocation figures may not be received until August or September, and thus funding recommendations may have to be adjusted.

Refugee Community Meeting

These recommendations are informed and shaped by the May 4th PRC meeting and by a refugee community meeting that was held April 13th to discuss refugees' needs, available services and gaps in services, and the future RFP design. The agenda included discussions on refugee arrivals, refugee/asylee needs, especially relating to employment, strategies to place refugees in jobs when there are few jobs, and ideas for stretching ever-dwindling refugee formula allocations. The primary needs related to employment expressed in the meeting were:

- English language training;
- Work experience in the United States;
- The need for some refugees to change their occupation (from what they previously did in their country of origin);
- A refugee job club, where refugees can meet and share experiences;
- Basic computer skills required by virtually all employers now;
- Increased employer alliances.

RFP Design

Executive Committee approval is requested for the following proposed RFP content.

Target Population

Refugee arrivals to San Francisco have slowed to a trickle, and the number of refugees receiving cash assistance has declined. At the same time, formula-funding allocations and discretionary grants have dramatically decreased. ORR priorities in provision of services are:

1. All newly arriving refugees during their first year in the U.S., who apply for services;
2. Refugees who are receiving cash assistance [Refugee Cash Assistance (RCA); Temporary Aid for Needy Families (TANF); General Assistance (GA)];
3. Unemployed refugees who are not receiving cash assistance; and
4. Employed refugees in need of services to retain employment or to attain economic independence.

The following two tables contain San Francisco arrival data from the State Refugee Programs Branch (RPB) for this current fiscal year through March, and for the previous five fiscal years. The arrival data include children and the elderly who may not be appropriate for or seeking employment services.

ARRIVALS 10/03 – 3/04

Country of Origin	#	%
Former Soviet Union	20	100%
Bosnia/Eastern Europe	0	0%
China/Southeast Asia	0	0%
Middle East	0	0%
Africa	0	0%
Latin America	0	0%
Total	20	100%

ARRIVALS 10/98 – 9/03

Country of Origin	#	%
Former Soviet Union	861	57%
Bosnia/Eastern Europe	349	23%
China/Southeast Asia	159	11%
Middle East	68	5%
Africa	63	4%
Latin America	5	<1%
Total	1505	100%

The next tables contain data for the current program year (October 1, 2003 through March 31, 2004) and the five previous years (October 1, 1998 through September 30, 2003) gathered by the current San Francisco refugee Central Intake Point (CIP). These numbers represent clients who received services through the CIP during those time periods.

CIP POPULATION 10/03 – 3/04

COUNTRY OF ORIGIN	#	%	REFUGEES	ASYLEES
Former Soviet Union	51	67%	21	30
China/SE Asia/Pacific Islands	14	18%	0	14
Africa	3	4%	1	2
Bosnia/Eastern Europe	3	4%	3	0
Middle East	3	4%	0	3
Latin America	2	3%	0	2
Total	76	100.0%	25	51

CIP POPULATION 10/98 – 9/03

COUNTRY OF ORIGIN	#	%	REFUGEES	ASYLEES
Former Soviet Union	762	69.78%	608	154
China/Southeast Asia	128	11.72%	64	64
Bosnia/Eastern Europe	81	7.42%	73	8
Africa	51	4.67%	9	42
Middle East	39	3.57%	22	17
Latin America	31	2.84%	0	31
Total	1092	100.00%	776	316

SERVICES & TRAINING TO BE SOLICITED

- **Central Intake Point (CIP)**
CIP will provide recruitment, assessment, eligibility determination, referral and tracking of refugee participants. The proponent selected to provide the CIP services will not receive any funds to provide employment and training services.
- **Employment Services (ES)**
ES will provide generic job placement services consisting of, but not limited to, job readiness training, English language training, job search workshops, counseling, job development, job placement, as well as follow-up services which assist refugees in maintaining their jobs, and acculturation services if needed. Encourage employment services to include basic computer skills orientation, job clubs and unpaid work experience or work experience paid for through other funds.
- **Vocational Training/Career Advancement (VT/CA)**
(Vocational Training for unemployed; Career Advancement for employed) Classroom training for specific vocations; may have concurrent Vocational English as a Second Language (VESL) instruction. Encourage vocational training to include basic computer skills orientation (if not in curriculum already), job clubs and unpaid work experience or work experience paid for through other funds.

Other Considerations

- Available dollars may not be sufficient to fund all of the above activities; if additional funds are received in the future, economic and/or immigration conditions change, we can re-consider unfunded and/or under-funded activities and worthy proposals, if any.
- The WISF Board may want to consider how it can integrate culturally competent and effective refugee services into San Francisco's One Stop employment system in the future.
- Because of the substantial cut in funds, brokerage services for individual referrals to vocational classroom training are not being recommended for solicitation at this time. In addition, brokerage services for on the job training (OJT) are not recommended for solicitation at this time due to adverse labor market conditions and ongoing reported reticence of employers to participate in OJT programs. If additional funds are received in the future, economic and/or immigration conditions change, another narrowly focused RFP can possibly be issued.
- Services and training may be needed that can accommodate working refugees who are not yet self-sufficient; it is desirable that services and training have flexible schedules, if possible.
- Because of reduced funding, comprehensive service programs that are structured to serve a wide variety of refugees and asylees are needed.
- Programs should have a holistic approach, with other needed services and resources (such as mental health) leveraged. The WISF Board should invest in programs that are leveraging multiple funding streams and providing comprehensive services, either themselves or with partners.
- Services and training need to be compatible with CalWORKs requirements and procedures.
- It is desirable that refugee employment programs have strong, concrete connections to employers, possibly partnerships with employers. Refugee employment programs need stronger alliances with the private sector to increase placements.
- It is recommended to include an average targeted wage that minimally will equal the requirements of San Francisco's Minimum Compensation Ordinance.
- The programs and services subsequently selected for funding will make up the basis for the Refugee County Plan.

Proposed Criteria for Evaluating and Selecting Proposals

A Training and Employment Service Components

1. Community Involvement, Coordination and Organizational Competence

a. Community Involvement and Coordination:

Does the proposal have the support and involvement of the proposed targeted population? Is the program (including staff) culturally and linguistically appropriate for the targeted population? Is there evidence of coordination and consultation with existing refugee and/or non-refugee employment service programs and DHS?[10]

b. Organizational Competence:

What is the extent to which the proponent has demonstrated the ability to carry out the proposed program. Includes past performance.[25]

2. Program Design and Feasibility

a. Need:

Does the proponent provide identifiable and quantifiable documentation that there is an established need within the refugee community for the proposed training or service?[15]

b. For **VT/CA** components only

Training Emphasis and Job Availability:

Has the proponent identified training to be provided in occupations in demand in the local economy and secured job commitments from employers to hire properly trained refugees within a specific time-frame? Will this training lead to career advancement in the targeted occupation(s) by providing skills upgrades for those who are working?[15] or

For **ES** component only

Job Search Emphasis and Job Availability:

Has the proponent identified job search emphases that are consistent with local labor market demand and has the proponent secured job commitments from employers to hire properly trained refugees within a specified time-frame?[15]

c. Feasibility and Comprehensiveness of Services:

How well is the program design developed and described? Are the proposed program strategies and goals feasible given the resources, personnel, and target population? Are the goals realistic, given past performance, if any? Has recruitment of eligible refugees and asylees been adequately addressed? Are all of the identified needs of refugees and asylees addressed with the proposed services or leveraged services? Does the proposed program include work-related acculturation services and worker rights information, interaction with the One Stop system, and adequate English language training and other services, such as work experience, job clubs, basic computer skills orientation if needed for target population?[20]

3. Program Cost and Leveraging:

What is the total program cost; cost per person served; cost per placement. Extent to which other funds are leveraged to support the program. Extent to which the proposed scale of the program is appropriate to the projected demand for the program. [15]

B. Central Intake Point (CIP)

1. Community Involvement, One Stop System Coordination and Organizational Competence

a. Community Involvement and Coordination:

Does the proposal have the support and involvement of the proposed targeted population? Is there evidence of coordination and consultation with existing refugee/asylee and/or non-refugee employment service programs and with DHS?[10]

b. One Stop System Involvement and Coordination

Is there evidence of coordination with and effective use of the San Francisco workforce development One Stop system? [5]

c. Organizational Competence:

The extent to which the proponent has demonstrated the ability to carry out the proposed program. Includes past performance. [25]

2. Program Design and Feasibility

a. Design and Feasibility:

Does the proposal detail all required component activities? Are the proposed program strategies feasible given the available resources?[25]

b. Equitable Referral:

Does the proposal describe how referrals will be made to the refugee service providers on an equitable basis?.....[15]

c. Other Information:

Does the proposal describe the coordination and linkages with DHS in referring mandatory refugees for cause determination, compliance review, and/or sanctioning? Does the proposal include other linkages that will be used in the delivery of the CIP services?[5]

3. Program Cost and Leveraging

Is the proposed dollar amount reasonable in terms of the proposed services and available resources? What is the extent to which other funds are leveraged to support the program?.....[15]

Tentative Schedule

May 4	Program Resources Committee (PRC) considers recommendations for Refugee RFP design and selection criteria.
May 12	Executive Committee, acting on behalf of the WISF Board, approves PRC Refugee RFP design and selection criteria recommendations.
June 8	RFP issued.
July 6	Proposals due at the PIC.
July 27	Staff recommendations mailed to PRC and proponents.
Aug. 3	PRC reviews staff funding recommendations and hears public testimony.
Sept. 15	Executive Committee, acting on behalf of the WISF Board, approves PRC funding recommendations. (The Executive Committee does not have an August meeting scheduled and the WISF Board does not have a meeting scheduled in August or September.)
Sept. XX	Board of Supervisors approves Refugee County Plan.
Oct. 1	Refugee programs begin.

If you have any questions before the May 12th Executive Committee meeting, please call Karen Hart at 923-4260.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: MEMBERS, EXECUTIVE COMMITTEE **DATE:** MAY 4, 2004

FROM: LINDA SQUIRES GROHE, VICE CHAIR, PROGRAM RESOURCES COMMITTEE

SUBJECT: PY 2004 WORKFORCE INVESTMENT ACT (WIA) ADULT TRAINING FUNDS' EXPENDITURE PLAN: GROUP SUBCONTRACTS, INDIVIDUAL REFERRAL, AND EMPLOYER-DIRECTED CUSTOMIZED TRAINING (Agenda Item 7B)

ACTION REQUESTED:

The Executive Committee is ask to approve the distribution of Direct Service funds for Adult services and amounts for WIA Group, Individual Referral, and Customized Training subcontracts for Program year 2004-2005 (July 1, 2004 to June 30, 2005).

BACKGROUND:

On April 8, 2004, the California EDD announced local allocations of WIA Adult, Youth and Dislocated Worker Funds. San Francisco will receive an allocation amount of \$7,658,504 for Program Year 2004-05, an overall 3.78% reduction from the current year. The following chart shows the breakdown of WIA Formula allocations to San Francisco:

<u>WIA ADULT</u>	<u>WIA YOUTH</u>	<u>WIA DISLOCATED WORKER</u>	<u>TOTAL ALLOCATION</u>
\$2,585,881	\$2,337,056	\$ 2,695,567	\$7,658,504

The Finance Committee met April 26th and implemented the Board's "hold harmless" of training and participant support funds available for Adult Job Seekers (\$1,751,005) and for Dislocated Workers (\$1,726,124).

ADULT FORMULA CONSIDERATIONS:

Current Adult subcontracts were solicited by Request for Proposal in April 2003. The PRC met on May 4th to review staff recommendations and consider three different scenarios for funding of WIA Adult services for low-income individuals with barriers to employment. Recommendations were based on nine months of performance data, Subcontractors' Self Evaluations, and the Workforce Investment Board's direction to prioritize programs that include:

- High Performing Subcontractors
- Training in Demand Occupations
- Training programs combined with English as a Second Language
- Placements into jobs with wages above the San Francisco Minimum Wage Ordinance
- Service to low income geographic areas with an emphasis on the Southeast sector

COMMITTEE RECOMMENDATIONS:

WIA ADULT FORMULA ALLOCATION

Group Subcontract Training

After a lengthy discussion and substantial public testimony, the PRC recommends WIA Adult Formula funding as shown on Option 1 (Chart A, attached) with the provision that any PY'03-'04 Customized Training funds not obligated on July 1, 2004 be divided equally between the Individual Referral Pool and the Participant Support Pool. In addition, the PRC respectfully recommends that the Employer Services Committee fund the Jewish Vocational Service program out of the \$300,000 reserved for Customized Training.

Individual Referral Training

Program year 02/03 was the first year of funding the Individual Referral (IR) Program with WIA Adult dollars for individuals with barriers to employment whose family income falls below a local self-sufficiency standard. The Workforce Investment San Francisco Board approved \$125,000 for the Individual Referral Program that resulted in twenty-five participant enrolled in training; twenty-three completed training, eighteen are employed and two remain in training.

In Program year 03/04, \$229,919 was allocated to the IR Program. As of today, forty participants are enrolled in training (with eight contracts pending completion of negotiations); four participants have completed training and are currently employed; thirty-six participants remain in training.

The PRC recommends the continuation of the Individual Referral Program that targets individuals with barriers to employment with an emphasis on individuals that reside in the Southeast sector of the city.

Customized Training

This is the first year of a pilot program for employer-matched Customized Training. At least forty-one participants are officially enrolled. At this time in the pilot, participants are beginning training and very little data exist to evaluate the effectiveness of the model.

The PRC recommends continued funding at the same amount as the current year, with a thorough evaluation after eighteen months of pilot performance data (after December 31, 2004).

WIA DISLOCATED WORKER FORMULA ALLOCATION:

The PRC recommends that the Dislocated Workers Program funds continue to be directed to Individual Referral Training subcontracts for off the shelf, customer-chosen training with ETPL-listed training providers.

If you have questions before your meeting, please call PIC staff members Brenda Brown at 923-4264 or Wes Dixon at 923-4261.

Chart A

PY-2004/2005 WIA Adult Programs	Option # 1			
	# Parti- pants	Subcontract	Training Set Aside	PY-04/05 Recommended Budget
Computer Skills				
Intercultural Institute of California (IIC)/ESL	20	\$ 81,819		\$ 81,819
Mission Lang. & Voc. School (MLVS)/ESL	18	\$ 65,966		\$ 65,966
San Francisco Vocational Services (SFVS)	9	\$ 57,644		\$ 57,644
Constructions & Cabinet Making				
Asian Neighborhood Design (AND)	10	\$ 53,393		\$ 53,393
Trustees of Glide Foundation	8	\$ 38,948		\$ 38,948
Food Preparation Service				
Haight Ashbury Food Program (HAFP)	12	\$ 76,853		\$ 76,853
Health Careers				
Self Help for the Elderly (SHE-HHA)/ESL	9	\$ 42,503		\$ 42,503
Arriba Juntos (AJ)/ESL	26	\$ 109,445		\$ 109,445
Housekeeping				
Self-Help for the Elderly (SHE)/ESL	36	\$ 147,408		\$ 147,408
Intensive Services				
Positive Resources	10	\$ 37,916		\$ 37,916
Customized Training				
Jewish Vocational Service *	12	\$ 31,139	\$ 22,464	\$ 53,603
On-the-Job Training				
Arriba Juntos (AJ)/ESL	28	\$ 87,450	\$ 74,084	\$ 161,534
No. Calif. Service League (NCSL)	22	\$ 86,432	\$ 39,759	\$ 126,191
Swords to Plowshares (STP)	18	\$ 65,002	\$ 19,500	\$ 84,502
Sub-Total	226	\$ 950,779	\$ 133,343	\$ 1,084,122
Customized Training				\$ 300,000
Individual Referrals	38			\$ 191,316
Participants Support				\$ 175,567
Over-all Training Funds	264			\$ 1,751,005

* Recommend JVS' program to Employer Services Committee for funding from PY04/05 CT pool.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: MAY 6, 2004

FROM: BRIAN MURPHY, FINANCE SUBCOMMITTEE CHAIR

SUBJECT: PROGRAM YEAR 2004-05 WORKFORCE INVESTMENT ACT
ALLOCATIONS AND STRATEGIC BUDGETS (AGENDA ITEM 5)

ACTION REQUESTED

The Executive Committee is asked to implement local priorities by approving a Workforce Investment Act (WIA) strategic budget for the Program Year beginning July 1, 2004.

BACKGROUND

On April 26, 2004, the Finance Subcommittee approved funding for the "hold harmless" dollars to be provided next year for *WIA Training/Participant Support* (\$5,018,797). These direct services dollars are one of three categories of cost for which decisions are needed.

The two remaining categories of cost are *dollars for PIC* and *dollars for One Stop infrastructure*.

- *dollars for PIC* are both *PIC Administration* and *PIC Operations* costs;
- *dollars for One Stop infrastructure* are both *Center* and *System* costs.

Providing a clear explanation of PIC costs has been difficult since WIA's inception. At the April 26 meeting, Finance Subcommittee members were unclear about the budgets presented for PIC and One Stop costs. Please note that the WIA allocation for One Stop infrastructure represents the contributions of just one partner (PIC) and just one funding stream to the overall operation of the One Stop system.

The recommendations below do not hold the One Stop infrastructure funding harmless. To be clear, these recommendations propose that certain PIC employees who are assigned to coordinate One Stop activities or work directly in the Centers be moved to the *WIA allocation* of the One Stop budget. They should no longer be included in the PIC budgets as part of its Operations costs, but instead should be charged in the *One Stop infrastructure* budget, where they belong.

The One Stop Committee will determine its priorities at a later date. Consideration of those priorities, and the funding to pay for them should include all sources of funding and partners, of which the WIA allocation is one.

RECOMMENDATION

Mayor Newsom has repeatedly stated that he will make every effort to balance the City/County budget with as little diminution to direct services as is possible. Finance Subcommittee remains intent on carrying out the Mayor's emphasis on direct services. A total of \$300,848 fewer WIA dollars will be available in PY'04-05—none of that cut is taken from training services.

Finance Subcommittee recommends that 54% (\$162,995) of the decrease be cut from *PIC Administration and Operations* budget and 46% (\$137,853) be cut from the *One Stop Center/System infrastructure* budget, as follows:

Proposed Options for WIA Funds (PY '04)

Difference between WIA Funds PY '03 & PY '04						
Projected WIA Formula Funds:						
	WIA Formula PY '03		WIA Formula PY '04		Difference	
PIC Administration-Staffing						
Administration	\$715,706	9.0%	\$627,661	8.2%	(\$88,044)	
Supervision	58,103	0.7%	53,582	0.7%	(4,521)	
Board Support	22,126	0.3%	22,298	0.3%	171	
	795,935	10.0%	703,541	9.2%	(92,395)	
PIC Operations-Staffing						
Management Information System/Tech.	281,711	3.5%	269,234	3.5%	(12,476)	
Grant/Contract Management	260,271	3.3%	234,285	3.1%	(25,986)	
Board Support	97,263	1.2%	87,802	1.1%	(9,461)	
One Stop Management	143,268	1.8%	137,853	1.8%	(5,415)	
Direct Services	366,390	4.6%	349,130	4.6%	(17,260)	
	1,148,903	14.4%	1,078,304	14.1%	(70,598)	
OVERHEAD COST	1,944,838	24.4%	1,781,845	23.3%	(162,993)	
ONE STOP SYSTEM/CENTER COST	995,714	12.5%	857,862	11.2%	(137,853)	
*WIA Training/Part. Support	5,018,797	63.1%	5,018,797	65.5%	0	
	\$7,959,349	100.0%	\$7,658,504	100.0%	(\$300,846)	

	WIA Adult		WIA Youth		WIA D.W.		Total	
Next Year - PY 04-05	\$	2,585,881	\$	2,377,056	\$	2,695,567	\$	7,658,504
Current Year - PY 03-04		2,688,717		2,486,562		2,784,071		7,959,350
Decrease from Prior Year	\$	(102,836) (3.82%)	\$	(109,506) (4.40%)	\$	(88,504) (3.18%)	\$	(300,846) (3.78%)

If you have questions before your meeting, please call Adrian Trujillo or Wes Dixon at (415) 923-4003.

NOTICE OF CHANGE IN MEETING DATE AND LOCATION

OFFICIAL MEETING NOTICE

DOCUMENTS DEPT.

SPECIAL MEETING

MAY - 6 2004

**San Francisco Museum and Historical Society
Advisory Committee**

SAN FRANCISCO
PUBLIC LIBRARY

Thursday, May 20, 2004

05-06-24 PM 05:15

9 a.m.

**The Old Mint
Fifth and Mission Streets
First Floor Conference Room / South End of Hallway to the Left
San Francisco, California**

A special meeting of the San Francisco Museum and Historical Society Advisory Committee will be held on Thursday, May 20, 2004, at 9 a.m., at The Old Mint, Fifth and Mission Streets, first floor conference room to the left at the south end of the hallway. Please use the Jessie Street entrance to The Old Mint. This meeting replaces the regularly scheduled June 2, 2004 meeting of the SFMHS Advisory Committee, which has been canceled.

Because of the changes in date and location for the May 20, 2004 meeting, it is being noticed as a Special Meeting of the SFMHS Advisory Committee.

Judy Gough
Executive Secretary
Fine Arts Museums of San Francisco
750-3669

wait for
agenda

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**DRAFT MINUTES OF THE
May 12, 2004 MEETING OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO (WISF) BOARD**

The meeting was held on the Second Floor of Van Ness Plaza in Classrooms 2 and 3 located at 1650 Mission Street in San Francisco, California 94103.

PRESENT:

Lynn Bunim, Chair, Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay (9:40)

ABSENT:

Philip Day, Dwayne Jones, Brian Murphy, Trent Rhorer and Tom Ryan

PIC STAFF:

Pamela Calloway, Alice Chiu, Wes Dixon, Alfredo Fajardo, Mary Fernandez, Sean Hallisey, Karen Hart, Raymond Holland, Lucia Hughes, Zenaida Paguirigan, Robert Schwab, Joel Streicker, David Taylor, Adrian Trujillo, Evie Valle, and Judith Villamor

PUBLIC (AS EVIDENCED BY THE SIGN IN SHEET):

Dan Brajkovich, Larry Braynen, Don Climent, Terri Feeley, Zinaida Gornaya, Lisa Gray, Vladimir Gushanskiy, Ildar Hofizon, Theron Jones I, Yanina Katsera, Tony Lugo, Mark Mak, Vinel Minellande, Nina Prasner, Yankel Prasner, Ella Rozman, Isirov Ruviw, Ilya Shunyder, Kira Slobodnin, and Gerry Souzis

The meeting was convened at 9:35 AM. A quorum was established at 9:40 A.M.

Chair Bunim welcomed Members and thanked the Committees and staff for their hard work and time in leveraging limited resources. She acknowledged that there are many cuts in various local, state and private sector budgets and very difficult funding decisions must be made.

Motion to adopt the agenda was made by Abby Snay and seconded by Rosalie Bulach.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Motion to adopt the minutes of the March 17, 2004 meeting was made by Nathan Nayman and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Chair Bunim asked if there was public testimony on the agenda items. There was none.

Item 4 – Committee Reports

Youth Council

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AUG - 6 2004

SAN FRANCISCO
PUBLIC LIBRARY

Ann Cochrane gave a report on Youth Council's recent activities. The Youth Council held public hearing on the recommendations on Program Year 2004 WIA Title IB funding for youth service subcontractors. The Youth Council will hold a second public hearing on May 27, 2004.

Item 5 – Finance Subcommittee Recommendation

Pamela Calloway presented an overview of the recommendations for the distribution of WIA formula funds. A total of \$300,848 fewer WIA dollars will be available in PY'04 and none of that cut will be taken from training services. Following Mayor Newsom's lead and directive in balancing the City/County budget with as little diminution to direct services as is possible, the Finance Subcommittee recommended holding the training dollars harmless. The Subcommittee also proposed that certain PIC employees who are assigned to coordinate One Stop activities or work directly in the Centers be moved to the WIA allocation for the One Stop budget. They should no longer be included in the PIC budgets as part of its Operations costs, but instead should be charged in the One Stop infrastructure budget, where they work. Finance Subcommittee further recommend that 54% (\$162,995) of the decrease be cut from PIC Administration and Operations budget and 46% (\$137,853) be cut from the One Stop Center/System infrastructure budget.

Ann Cochrane expressed her concern about the youth contribution to the One Stop System/Center Cost. Rosalie Bulach shared that this issue was discussed at the One Stop Committee meeting and the Committee has asked for a detailed report of how youth dollars are being spent in the System. If the Committee finds that the youth contributions are not being used towards youth services in the System, those dollars may be "refunded".

Public Testimony

Dan Brajkovich of Mission Language Vocational School commented that youth services in One Stop are questionable.

Therran Jones of Infusion One encouraged the Committee to maximize limited resources to youth services and partnerships between agencies to cover all youths to be served.

Motion to adopt the recommendations as amended to reserve the formula youth funding allocation to the One Stop until the One Stop Committee can deliberate to analyze the youth services in the One Stop and the Youth Council can meet to further discuss youth funding was made by Ann Cochrane and seconded by Rosalie Bulach.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Chair Bunim commended the Committees and staff for being flexible and responsive.

Item 6 – Employer Services Committee Recommendation

Nathan Nayman presented a brief overview of the recommendation to approve a customized training proposal for Home Health Advocates, Inc. to operate a home health attendant training course. The Committee did not have a quorum in its meeting but had consensus to forward this proposal to the Executive Committee for adoption. The Employer Services Committee heard public testimony from the employer. Mr. Nayman commented that he hoped to increase the funding for this pilot project next year.

There was no public testimony on this agenda item.

Chair Bunim asked Members to sign their Conflict of Interest statements.

Motion to adopt the recommendations was made by Rosalie Bulach and seconded by Ann Cochrane.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Chair Bunim commented that the Board receives periodic reports on the current economy and where the demands for specific occupations are. The growing segments of jobs are in healthcare.

Item 7 – Program Resources Committee Recommendations

A. Design and Selection Criteria for Request For Proposals (RFP) for Refugee Targeted Assistance (TA) and Refugee Employment Social Services (RESS) Formula-Funded Programs

Karen Hart presented an overview of the recommendation to approve a proposed refugee services RFP design and content, selection criteria, and tentative schedule.

Nathan Nayman commented that the evaluation criteria seems complex and asked if it needs to be that way, Ms. Hart replied that the performance measures are mandated by the federal government.

Public Testimony

Ildar Hofizon of International Institute of San Francisco urged the Committee not to cut acculturation services to older refugees. He stated that it is challenging for older refugees to adapt to a new country and language.

Ms. Hart commented that acculturation services were included in the staff recommendations to the Program Resources Committee. The Committee unanimously voted to delete non work-related acculturation services in order to prioritize and maximize services.

Yankel Prasner commented that acculturation services are vital. He came into the United States five years ago and had difficulty in speaking English. He said that the International Institute helped him with the language barrier and adjustment.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, and Nathan Nayman

Nays: None

Abstentions: Abby Snay

Motion passed.

B. PY 2004 Workforce Investment Act (WIA) Adult Training Funds' Expenditure Plan: Group Subcontracts, Individual Referral, and Employer-Directed Customized Training

Brenda Brown presented an overview of the recommendation to approve the distribution of funds for Adult services provided through WIA Group, Individual Referral, and Customized Training subcontracts for Program year 2004. Recommendations were based on nine months of performance data, subcontractors' Self Evaluations, and the Workforce Investment San Francisco Board's direction to prioritize programs that include:

- High Performing Subcontractors
- Training in Demand Occupations
- Training programs combined with English as a Second Language
- Placements into jobs with wages above the San Francisco Minimum Wage Ordinance
- Service to low income geographic areas with an emphasis on the Southeast sector

Ms. Brown added that the Committee recommended to the Employer Services Committee that the unspent dollars from the customized training program be divided evenly between supportive services and individual referrals. They also recommended that the Jewish Vocational Service proposal be considered as a customized training proposal instead of a group subcontract.

Theresa Feeley emphasized that the Committee tried to maximize the limited resources to the best as possible. The Committee considered dividing the unobligated customized training dollars among the supportive services and individual referral pools (which were not funded to the fullest) in order to “hold harmless” the customized training dollars going forward. The Committee also wanted to ensure that JVS does not “fall through the gap”, therefore recommends to the Employer Services Committee that that proposal be considered as a customized training program.

Pamela Calloway explained the appropriate process. The JVS proposal should have been considered for funding by PRC; notwithstanding it’s dual qualification as a customized training proposal. For example, PRC may have then decided to fund the JVS “in escrow” and if the same proposal was then funded through customized training, PRC could reallocate the escrow funding to other proposals. All customized training proposals are to be presented to and considered by the Employer Services Committee. She echoed that intent was to fund as broadly and deeply as possible with limited funds.

Chair Bunim commented that the procedural process needs to be clarified.

Nathan Nayman commented that he feels as if the Program Resources Committee overstepped its boundaries. He acknowledged that the JVS does a great job. He feels that there has been resistance against the customized training program since the beginning. He is committed to more aggressive marketing and advocate for more funding for the program.

Robert Schwab noted that the customized training program requires a 50% match from the employer and that the customized training program sets higher standards for projects in leveraging resources. Ms. Calloway added that PIC has not yet received a waiver for customized training, which puts the Board at risk in funding any customized training proposal.

Public Testimony

Dan Brajkovich of Mission Language & Vocational School asked how many people were served with the set aside amount of \$300K. Ms. Calloway responded that this is a pilot project and is in its first year. She provided some preliminary results – 132 people enrolled in training and averages approximately \$600 per person.

Motion to adopt the recommendations was made by Ann Cochrane and seconded by Rosalie Bulach.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, and Nathan Nayman

Nays: None

Abstentions: Abby Snay

Motion passed.

Chair Bunim shared that at the Jewish Vocational Service's Strictly Business luncheon, the Jewish Home (the proposal that was just discussed) received an award for its training program.

Item 9 – President's Report

Pamela Calloway presented the President's report. She shared with the Committee the Mayor's initiatives:

- Recreation of Mayor's Office of Economic Development and Job Creation, led by Jessie Blout
- Economic Development Cluster meetings, involving all those agencies and boards that have economic and workforce development responsibilities in San Francisco
- Summer internship opportunities: Summer Youth Garden Project and Mayor's Vocational Project
- Bayview Initiative lead by Mayor's Office of Community Development

She shared that it is unlikely that the 108th Congress will consider a reconciled WIA Reauthorization Bill. No Conference Committee has been convened to consider the bill.

She shared with the Committee the challenges at the Private Industry Council, Inc. The Finance and Executive Committees have discussed anticipated budget shortfall of \$636,000. The organization will continue to apply for grants and seek funding from other sources. PIC, Inc. is in process of a "budget scrubbing" exercise, reducing costs in every way possible. She added those who are not in the bargaining unit, will not receive a pay adjustment in July, which saves the organization approximately \$72,000. An average cost per employee is \$60,000. Layoffs are necessary and will be based on positions and not employees.

Nathan Nayman applauded Ms. Calloway for her tremendous job in leadership. He encouraged everyone to support the Mayor's balance budget and to meet with the Mayor and his budget director.

Abby Snay added that every agency is facing a similar situation.

Public Testimony

Zenaida Paguirigan asked that PIC management meet and confer with the union to help balance the budget downfall and to iron out issues.

Nathan Nayman suggested that the union work with the Mayor to balance the budget. He encouraged support of the decisions made at the executive level.

Chair Bunim applauded Pamela Calloway for her great management.

Motion to adjourn was made by Abby Snay and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Leslie Luttgens, Nathan Nayman, and Abby Snay

Nays: None

Abstentions: None

Motion passed.

The meeting was adjourned at 11:22 A.M.

All written materials distributed at the meeting are posted on the Private Industry Council's website, www.picsf.org, and incorporated by reference herein.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

JUN 14 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Tuesday, June 15, 2004

Time: 8:30 a.m. to 10:00 a.m.

Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

(Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

Other accommodations

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Thursday, June 10, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
TUESDAY, JUNE 15, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Reconciliation of Youth Council and Executive Committees' Recommendations for Distribution of WIA formula funds (*Action Item*)*
4. Chair's Report (Discussion Item)
5. President's Report (Discussion Item)
6. Public Testimony on Non-Agenda Items (Discussion Item)
7. Future Agenda Items (Discussion Item)
8. Adjournment (*Action Item*)

*Information enclosed.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: JUNE 8, 2004

FROM: ANN COCHRANE, YOUTH COUNCIL CHAIR

SUBJECT: RECONCILIATION OF YOUTH COUNCIL AND EXECUTIVE COMMITTEES' RECOMMENDATIONS FOR THE DISTRIBUTION OF WIA YOUTH FORMULA FUNDS (AGENDA ITEM 3)

Thank you for agreeing to a special meeting to address funding concerns for youth services in our City at this time. This memorandum and supporting materials are the result of Youth Council meetings held on May 4 and May 27. The action taken by the Youth Council on May 27 is not in alignment with the action taken by the Executive Committee at its meeting on May 12.

ACTION REQUESTED

The Executive Committee is asked to:

1. Reconcile its WIA formula funding allocations (adopted on May 12) with the recommendations of the Youth Council for WIA formula youth funding (adopted on May 27);
2. Authorize WIA I B Youth funding for specific subcontractors for the program year beginning July 1, 2004;
3. Authorize and issue an additional solicitation for youth services if the May 27 Youth Council action is adopted by the Executive Committee
4. Authorize staff to jointly negotiate contracts with DCYF as required ensuring appropriate maintenance of effort and budget alignment to maximize youth services coordination.

Please consider the following important issues as you read the Youth Council recommendations for allocations of WIA formula funding:

1. The Youth Council held meetings on May 4 and May 27 to discuss funding recommendations with the public. Well over 100 people attended each of these meetings, many of whom provided passionate testimony about the increased need for youth services in San Francisco this year.
2. At the May 4 meeting, members of the Youth Council noted that the Review Team recommendation presented by staff did not include any youth services providers in the Oceanview-Merced-Ingleside (OMI) neighborhoods.
3. At the May 27 Youth Council meeting, three funding options were presented to the Youth Council for consideration (these Options and the Review Process for Proposals is Attachment One to the memorandum). One of these options, **Option C**, requires the Executive committee to reduce the WIA youth funding contribution to the One Stop System by \$200 thousand, direct this \$200 thousand to service providers in OMI, and increased the funding to recommended providers in Bayview and Sunnydale.
4. The Youth Council adopted **Option B** (which does not include any youth service providers in OMI); **and further recommends to the Executive Committee** that all the youth formula funding to support the One Stop System **be used instead as the subject**

of a new solicitation for youth services exclusively for services to youth residing in the Bayview Hunters Point, OMI, Sunnydale and Western Addition neighborhoods.

BACKGROUND

On April 21, 2004 the Workforce Investment San Francisco (WISF) Board ratified the February 27, 2004 Youth Council action to adopt the youth services solicitation framework including design and selection criteria for Workforce Investment Act (WIA) Title 1B and any other funds the WISF Board allocates to youth activities. On February 27, 2004, the PIC issued a Request for Proposals (RFP). The solicitation covers a period up to three years beginning with the effective date of the first subcontract resulting from the solicitation.

Attachment A outlines the solicitation methodology, solicitation response, proposal review process, and includes a detailed description of how proposal scores were translated into three funding options that are listed on Table I. Table III displays the neighborhood impact for each of the funding options.

At their meeting of May 12, 2004, the Executive Committee discussed of the use of WIA youth funds to support One-Stop system and centers costs. Rosalie Bulach, Executive Committee member and One Stop Committee chair asked staff to examine this allocation closely and report back to the One Stop Committee on youth services and youth utilization of the One Stop centers. WISF Board Chair Lynn Bunim asked that the committees work together on this issue in light of the overall decline in youth funding and the overall increase in youth need – including the wave of violence in our City, and make a recommendation as a ***non-precedent setting, one time adjustment***. Staff collected data from One-Stop centers regarding youth services and participation, notwithstanding the very narrow view/definition of youth benefit that this approach requires. In other words, to define “youth benefit” as occurring only when the person receiving services is between ages 14-22, negates a fundamental principle of youth development concerning the role of adults (parents) in the benefit and lives of youth.

Nonetheless, the Center at 3120 Mission is the only Center that has a full year of user characteristics data available. At that Center 1,295 of the total 11,802 unduplicated customers (11%) were ages 14 - 22. The total proposed WIA share of 2004-2005 One-Stop Center and system funding is \$995,605. Eleven percent of that amount is \$109,044. Attachment B outlines Workforce Investment Act and related regulatory requirements concerning youth services involvement in the One Stop system and more fully discusses youth services at each of the One Stop centers.

The Youth Council meeting of May 27, 2004 was a continuation of the May 4, 2004 public hearing. At this meeting, Youth Council members took an action to recommend that all WIA youth funds originally set aside for One Stop support be redirected to youth training and participant support and that this amount (\$309,044) plus an additional \$25,000 originally recommended of for capacity building be re-released through a new RFP process targeting services to youth residing in Bayview Hunters Point, Sunnydale, Oceanview-Merced-Ingleside, and the Western Addition.

Staff reported to the One Stop Committee on June 7, 2004 on the number of youth served and youth services at the One Stop centers (Attachment B). Staff also provided background on and actions resulting from the May 4 and May 27 Youth Council meetings. After lengthy discussion and hearing public testimony, the One Stop committee stated the estimate of youth users was

most likely low based on public testimony, asserted the importance to youth of quality employment services to parents, suggested the One Stop services should complement and not duplicate the services of youth subcontractors and with appropriate marketing the One Stop system will continue to be a valuable resource for youth. The committee noted that the Youth Council recommendation would reduce WIA support to the One Stop centers and system from \$995,605 to \$686,592, an amount that would severely affect the level of service the One Stop centers and system would be able to provide. While the youth services report was listed as a discussion item on the One Stop Committee agenda, the One Stop Committee members voted unanimously to affirm the Executive Committee action of May 12, 2004 and not redirect additional funds to youth services.

RECOMMENDATION

The Youth Council recommends the Executive Committee:

1. Adopt Option B detailed on Table I authorizing WIA I B Youth (Formula) funding in the amounts shown to specific subcontractors for program year 2004 –2005;
2. Change its May 12, 2004 action and reallocate \$309,044 of WIA IB youth funds from One Stop support to subcontracted youth services;
3. Authorize and issue a solicitation for services targeting youth residing in the Bayview Hunters Point, Oceanview-Merced-Ingleside, Sunnysdale and Western Addition neighborhoods using \$309,044 in redirected WIA IB Youth One Stop funds and \$25,000 of WIA IB Youth funds previously recommended for capacity building for a combined total of \$334,044;
4. Authorize staff to jointly negotiate contracts with DCYF ensuring an appropriate maintenance of effort and budget alignment to maximize youth services coordination.

NOTICE TO BIDDERS

Proponents should consider carefully the numerical details of the recommendation and determine if services can be delivered to the recommended number of participants for the dollars shown. If proponents are unable to accept this counter offer, they should inform the PIC (either orally, in writing or both) and may address the Executive Committee at its public meeting on June 15, 2004. Failure to file a timely objection with the Executive Committee could jeopardize subsequent appeals.

Proponents whose proposals are not recommended for a cost reimbursement subcontract may also appeal to the Executive Committee at its public meeting. Proponents' comments should address the recommendations briefly and be prepared for a time limit on testimony.

The Executive Committee will meet on Tuesday, June 15, 2004 from 8:30 to 10:00 AM at the City College Auditorium, 33 Gough in San Francisco.

Attachment(s)

cc: Proponents

ATTACHMENT A

Solicitation Methodology

The February 27 RFP required a detailed program description and budget to serve an identified number of youth (consistent with the program design and program elements requirements of WIA). A selected proposal will result in a cost reimbursement subcontract.

Proponents were encouraged to: (1) request the largest grant amount they could effectively manage; (2) address the Youth Council's strategic priorities and supportive strategies; and (3) describe how youth development principles will be incorporated in their programs.

Solicitation Response

Request for Proposal (RFP) 44 proposals received
42 proposals reviewed

Two proposals were delivered to a PIC location other than the location specified in the RFP. Staff requested a Determination of Eligibility for these proposals. Legal counsel advised that proposals that did not meet the requirements of the RFP could not be accepted for consideration. The text of the letter sent to these proponents is attached.

Total amount requested (all proposals): \$11,076,898

Refer to Table I for a list of all proposals reviewed.

Review Process for Proposals

A diverse panel of reviewers was convened to evaluate proposals. These individuals included: Director of Youth Services – Alameda County WIB, a San Mateo County youth services CBO representative, a Youth Assessment Specialist, three PIC staff members, a Contra Cost County youth worker, representatives of the San Francisco Unified School District, San Francisco Department of Human Services, Department of Environmental Justice, The United Way, EDD, and a San Francisco Youth Commissioner. A PIC youth services Contract Administrator was assigned to each team to assist in the review process; these individuals did not score proposals.

The 42 proposals were divided into five groups based on the order in which they were received and assigned to five teams of three reviewers to score the applications according to the selection criteria and weights adopted by the Youth Council. After the proposals were reviewed and scored by the individual team members, each review team met to aggregate scores, calculate averages for each criterion, sum of the averages and determine a team average for each proposal.

Proposals were then sorted by average score. An analysis of average score ranking revealed that some review teams' average scores tended to be higher or lower than others'. Proposals that received the highest or second highest score by two or more reviewers in each team were identified. Top-ranking proposals were integrated into the list of proposals listed by average score. In most cases, the highest-ranking proposals also had a high average score. Nevertheless, two proposals considered the best and one the second best in their respective groups were identified. Staff believes this

adjustment was necessary to ensure the highest quality proposals were properly ranked and considered for funding.

Staff subsequently met with the Department of Children, Youth and their Families (DCYF) to compare proponent lists. Those that applied to both the PIC and DCYF were reviewed for target populations, services expansion, resource needs and budget overlap. This information was used to establish tentative funding levels.

Finally, staff reconciled individual funding recommendations with the total funding available as approved by the WISF Board Finance Committee on April 26, 2004 and subsequent determination of an estimated FY 2003-2004 carryover. This approach represented the original staff recommendation that was presented to the Youth Council on May 4, 2004 and is displayed as **Option A on Table I**.

Option B on Table I is an alternative method to determine individual funding awards. Option B employs the scoring/funding methodology adopted by the Youth Council in the determination of awards for the Program Year that began on July 1, 2003. In Option B, average proposal scores were totaled and a percentage of individual scores to the total of all average scores was calculated. This average was multiplied by the total amount available to determine revised individual funding amounts for the same proponents recommended in Option A. Table II details this calculation methodology.

Option C on Table I reduces the WIA youth share of One-Stop support to \$109,044, increasing the amount available for subcontractor funding by \$200,000. In addition, option C eliminates the proposed capacity-building set-aside of \$25,000. Option C thus increases the available subcontractor funding total to \$1,854,647. This increased amount is then distributed to proponents number 28 and 04, serving the **Oceanview, Merced, Ingleside** neighborhoods; proponents number 39 and 42 serving the **Bayview/Hunters Point** neighborhood; and proponent 35 serving the **Sunnydale** neighborhood. Table II also displays the funding methodology for Option C. Table III displays funding recommendations for each option by neighborhood.

PIC STAFF RECOMMENDATIONS
WIA TITLE 1B FORMULA YOUTH PROGRAMS
July 1, 2004 - June 30, 2005

Team Number:	Proposal Number:	PROPOSER NAME	PY 03/04 Award	Proposed Amount Requested	Prop. Svc. Level	Prop. Cost Per Youth	SCORE		Top Ranking	Priority Population FC=Foster Care YITJJ=Youth in the Juvenile Justice OS=Out-of-School PPT=Pregnant Parenting Teen ISNOTTG=In-School Not on Track to Graduate	Neighborhood BVHP=Bayview Hunters Point SOMA=South of Market TL=Tenderloin Wes/Add=Western Addition OMI=Oceanview/Merced/IngleSide	OPTION A		OPTION B		OPTION C	
												Total Recommended Amount	Recommended Service Level	Total Recommended Amount	Recommended Service Level	Total Recommended Amount	Recommended Service Level
5 39		Renaissance Parents of Success		\$205,434	50	\$4,109	94.17	1	FC/YITJJ /OS	BVHP		\$120,000	32	\$106,482	28	\$142,440	38
4 29		Mission Hiring Hall, Inc.		\$94,378	15	\$6,292	92.25	1	FC/PPT/OS/YITJJ	SOMA / MISSION / EXCELSIOR		\$94,378	18	\$94,378	18	\$94,378	16
3 21		IndoChinese Housing Development Corporation		\$131,242	100	\$1,312	90.50	1	OS/YITJJ ISNOTTG	TL/CHINATOWN		\$115,000	88	\$102,336	28	\$102,336	78
1 03		San Francisco Sheriff's Department		\$267,156	60	\$4,453	82.83	1	YITJJ/OS	CITYWIDE		\$105,000	30	\$93,666	27	\$93,666	27
2 15		Episcopal Community Services		\$57,842	40	\$1,446	72.50	1	OS/ ISNOTTG	SOMA/TL		\$57,842	40	\$57,842	40	\$57,842	40
2 16		Asian Neighborhood Design	\$178,206	\$286,579	40	\$7,164	71.90	1	OS/YITJJ/ISNOTTG	POTRERO / MISSION / BVHP		\$100,000	20	\$81,303	18	\$81,303	16
3 18		Rose Resnick Lighthouse for the Blind		\$31,927	20	\$1,596	86.75	2	ISNOTTG	CityWide		\$31,927	20	\$31,927	20	\$31,927	29
5 42		SF Learns		\$262,160	80	\$3,277	85.33	2	ISNOTTG/ YITJJ/ PPT	BVHP		\$100,000	31	\$96,493	30	\$129,076	40
1 05		Jewish Vocational Service	\$206,750	\$370,000	100	\$3,700	82.67	2	OS/ISNOTTG/ YITJJ	CITYWIDE		\$95,000	30	\$93,478	29	\$93,478	29
4 32		Lavender Youth Recreation & Information Center	\$140,447	\$255,760	60	\$4,263	81.00	2	ISNOTTG/ OS/ PPT	CASTRO / TL / MISSION / DOWNTOWN / WESTERN ADDITION		\$94,000	30	\$91,593	29	\$91,593	29
1 07		Family Service Agency S.F. TAPP		\$469,606	120	\$3,913	80.17	2	PPT/OS/ ISNOTTG	CITYWIDE		\$93,000	30	\$90,651	29	\$90,651	29
2 11		International Institute of San Francisco	\$40,000	\$60,000	20	\$3,000	72.75	2	ISNOTTG	CITYWIDE		\$60,000	25	\$60,000	25	\$60,000	29
4 26		The Family School	\$100,947	\$301,948	75	\$4,026	83.50		FC/ PPT / OS / YITJJ	MISSION/ WEST ADD. / BVHP		\$90,000	28	\$94,420	29	\$94,420	29
4 31		Larkin Street Youth Services	\$185,541	\$269,158	60	\$4,486	83.25		OS / FC	TENDERLOIN		\$90,000	28	\$94,138	25	\$94,138	29
5 37		Mission Neighborhood Centers/ RAP Collaborative		\$366,244	300	\$1,221	82.00		ISNOTTG/ OS/ PPT / YITJJ	MISSION		\$83,500	68	\$92,724	76	\$92,724	76

Table I
PIC STAFF RECOMMENDATIONS
WIA TITLE 1B FORMULA YOUTH PROGRAMS
July 1, 2004 - June 30, 2005

Team Number:	Proposal Number:	PROPOSER NAME	PY 03/04 Award	Proposed Amount Requested	Prop. Svc. Level	Prop. Cost Per Youth	SCORE		Top Ranking	Priority Population FC=Foster Care YITJJ=Youth in the Juvenile Justice OS=Out-of-School PPT=Pregnant Parenting Teen ISNOTTG=In-School Not on Track to Graduate	Neighborhood BVHP=Bayview Hunters Point SOMA=South of Market TL=Tenderloin West Add=Western Addition OMI=Oceanview/Merced/Ingliside	OPTION A		OPTION B		OPTION C	
							Avg.					Total Recommended Amount PY 04/05	Recommended Service Level	Total Recommended Amount PY 04/05	Recommended Service Level	Total Recommended Amount PY 04/05	Recommended Service Level
3 23		Golden Gate Community	\$139,475	\$248,980	40	\$6,225	78.75			YITJJ	MISSION / SOMA / WEST ADD	\$80,000	20	\$89,049	22	\$89,049	22
5 35		Boys & Girls Clubs of SF		\$150,000	40	\$3,750	76.67			ISNOTTG	SUNNYDALE	\$75,000	25	\$86,693	29	\$115,969	39
4 33		Mission Language & Vocational School, Inc.	\$157,164	\$466,738	120	\$3,889	76.63			OS	MISSION/SOMA	\$75,000	20	\$86,646	23	\$86,646	23
		Youth Guidance Center Improvement Committee / Youth Treatment & Education Court															
2 13		Every Child Can Learn Foundation/San Francisco School-to-Career Partnership	\$164,434	\$316,800	44	\$7,200	75.90			YITJJ / OS	CITYWIDE	\$70,000	15	\$85,826	18	\$85,826	18
3 19		California Lawyers for the Arts		\$137,991	320	\$431	74.75			ISNOTTG	CITYWIDE	\$0	0	0	0	0	0
5 34		Marriot Foundation-Bridges From School To Work		\$208,300	40	\$5,207	74.67			ISNOTTG	CITYWIDE	\$0	0	0	0	0	0
5 36		Japanese Community Youth Council		\$160,152	40	\$4,004	73.50			OS	CITYWIDE	\$0	0	0	0	0	0
1 06		Family Restoration House		\$515,000	150	\$3,433	73.33			FC/OS/ISNOTTG /YITJJ	CITYWIDE	\$0	0	0	0	0	0
3 25		Ingliside Community Center	\$53,511	\$381,779	144	\$2,651	71.25			ISNOTTG/YITJJ OS/PPT	BVHP	\$0	0	0	0	0	0
4 28		YGIC- Youth Guidance Center Improvement Committee		\$96,561	25	\$3,862	71.00			FC/ PPT / OS	OMI	\$0	0	0	0	\$68,844	21
3 20		Women in Community Service, Inc.		\$239,585	40	\$5,990	71.00			DO/YITJJ/ISNOTTG	CITYWIDE	\$0	0	0	0	0	0
1 09				\$459,804	150	\$3,065	70.50			OS	MISSION/TLWEST.ADD.	\$0	0	0	0	0	0

PIC STAFF RECOMMENDATIONS
WIA TITLE 1B FORMULA YOUTH PROGRAMS
July 1, 2004 - June 30, 2005

Team Number:	Proposal Number:	PROPOSER NAME	PY 03/04 Award	Proposed Amount Requested	Prop. Svc. Level	Prop. Cost Per Youth	Top Ranking		Priority Population FC=Foster Care YITJ=Youth in the Juvenile Justice OS=Out-of-School PPT=Pregnant Parenting Teen ISNOTTG=In-School Not on Track to Graduate	Neighborhood BVHP=Bayview Hunters Point SOMA=South of Market TL=Tenderloin West/Add=Western Addition OMI=Oceanview/Merced/IngleSide	OPTION A		OPTION B		OPTION C	
							SCORE	Avg.			Total Recommended Amount PY 04/05	Recommended Service Level	Total Recommended Amount PY 04/05	Recommended Service Level	Total Recommended Amount PY 04/05	Recommended Service Level
5 40		YMCA of San Francisco/Shih Yu-Lang		\$215,000	100	\$2,150	68.50		OS	TENDERLOIN	\$0	0	0	0	0	0
1 08		Special Service for Groups/OTTP		\$233,762	60	\$3,896	68.50		ISNOTTG	CITYWIDE	\$0	0	0	0	0	0
2 12		YMCA of San Francisco/Youth Chance High School		\$167,109	65	\$2,571	65.75		OS	CITYWIDE	\$0	0	0	0	0	0
5 41		Skills Academy		\$377,070	120	\$3,142	64.67		ISNOTTG	CITYWIDE	\$0	0	0	0	0	0
2 14		Horizons Unlimited of San Francisco	\$120,313	\$252,776	50	\$5,056	62.00		OS/PPT/ISNOTTG	MISSION	\$0	0	0	0	0	0
2 10		Booker T. Washington Community Service Center		\$266,554	30	\$8,885	60.40		FC/ISNOTTG	WESTERN ADDITION	\$0	0	0	0	0	0
1 04		Inner City Youth		\$217,523	60	\$3,625	60.17		OS/ISNOTTG	OMI	\$0	0	0	0	\$58,340	18
4 30		Tides Center/Infusion-One		\$531,265	75	\$7,084	59.25		ISNOTTG	BVHP	\$0	0	0	0	0	0
1 01		Girlsouth, Inc.		\$172,485	60	\$2,875	58.50		ISNOTTG	MISSION	\$0	0	0	0	0	0
2 17		Brava! For Women in the Arts		\$401,941	80	\$5,024	56.10		OS/ISNOTTG	MISSION/SOMA	\$0	0	0	0	0	0
3 22		Brothers Against Guns		\$505,179	40	\$12,629	54.00		ISNOTTG	BVHP	\$0	0	0	0	0	0
1 02		Young Scholars Program		\$290,703	75	\$3,876	53.33		ISNOTTG	BVHP	\$0	0	0	0	0	0
3 24		RPOS / 100% College Prep Institute		\$124,457	20	\$6,223	50.00		ISNOTTG	BVHP	\$0	0	0	0	0	0
4 27		Arriba Juntos		\$347,326	75	\$4,631	48.75			MISSION/SOMA/TL	\$0	0	0	0	0	0

Table I
PIC STAFF RECOMMENDATIONS
WIA TITLE 1B FORMULA YOUTH PROGRAMS
July 1, 2004 - June 30, 2005

Team Number:	Proposal Number:	PROPOSER NAME	PY 03/04 Award	Proposed Amount Requested	Prop. Svc. Level	Prop. Cost Per Youth	Top Ranking		Priority Population FC=Foster Care YITJJ=Youth in the Juvenile Justice OS=Out-of-School PPT=Pregnant Parenting Teen ISNOTTG=In-School Not on Track to Graduate	Neighborhood BVHP=Bayview Hunters Point SOMA=South of Market TL=Tenderloin WestAdd=Western Addition OMI=Oceanview/Merced/Ingleside	OPTION A		OPTION B		OPTION C		
							SCORE	Avg.			PY 04/05 Total Recommended Amount	Recommended Service Level	PY 04/05 Total Recommended Amount	Recommended Service Level	PY 04/05 Total Recommended Amount	Recommended Service Level	
538		Van Guard Public Foundation/Turning Heads		\$162,622	70	\$2,323		44.33	YITJJ	BVHP	\$0		0		0		0
		TOTALS:		\$1,486,788	\$11,076,898	3273	\$3,384				\$1,629,647	598	\$1,629,647	595	\$1,854,647	664	

WIA Title 1B 2004-2005 Formula Youth Allocations	OPTIONS A & B		OPTION C	
PIC Administration	7%	\$167,409	\$2,377,056	
PIC Program Operations	15%	\$358,935		
One Stop System Support	13%	\$309,044		
Subcontractor Training & Support	65%	\$1,541,668		
Subcontractor Training & Support		\$1,541,668		
PY 03/04 Uncommitted Funds		\$212,979		
Total Subcontractor Training & Support:		\$1,754,647		

OPTION C
\$2,377,056
\$167,409
\$358,935
\$109,044
\$1,741,668

OPTIONS A & B		OPTION C
Total Subcontractor Training & Support:		\$1,754,647
Childcare Expenses	\$100,000	
Capacity Building/Staff Development	\$25,000	
PY 04/05 Total Recommended Support Funding:	\$125,000	

Subcontractor Training & Support	\$1,541,668
PY 03/04 Uncommitted Funds	\$212,979
Total Subcontractor Training & Support:	\$1,754,647

\$1,741,668
\$212,979
\$1,954,647

PY 04/05 Total Recommended Subcontract Funding:	\$1,629,647
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FINAL SERVICE LEVELS WILL BE NEGOTIATED.

Table III

OPTIONS FOR WIA TITLE 1 B FUNDING RECOMMENDATION

COMMUNITIES	PROPOSERS	OPTION A	OPTION B	OPTION C
BAYVIEW HUNTERS POINT	Renaissance Parents of S	\$120,000.00	\$106,481.97	\$142,440.00
	SF Learns	\$100,000.00	\$96,493.39	\$129,076.00
	SUBTOTAL	\$220,000.00	\$202,975.36	\$271,516.00
CITYWIDE	SF Sheriff's Department	\$105,000.00	\$93,666.44	\$93,666.44
	Rose Resnick Lighthouse	\$31,927.00	\$31,927.00	\$31,927.00
	Jewish Vocational Services	\$95,000.00	\$93,477.97	\$93,477.97
	Family Service Agency/TAP	\$93,000.00	\$90,651.02	\$90,651.02
	Youth Guidance Ctr. /Y-TEC	\$70,000.00	\$85,826.35	\$85,826.35
	International Institute of SF	\$60,000.00	\$60,000.00	\$60,000.00
	Lavender Youth Recr. & I C	\$94,000.00	\$91,593.34	\$91,593.34
	Asian Neighborhood Design	\$100,000.00	\$81,303.22	\$81,303.22
	SUBTOTAL	\$648,927.00	\$628,445.34	\$628,445.34
SUNNYDALE	Boys & Girls Clubs of SF	\$ 75,000.00	\$ 86,693.28	\$ 115,969.00
	SUBTOTAL	\$75,000.00	\$86,693.28	\$115,969.00
SOMA	Mission Hiring Hall	\$ 94,378.00	\$ 94,378.00	\$ 94,378.00
	Episcopal Community Svc's	\$ 57,842.00	\$ 57,842.00	\$ 57,842.00
	SUBTOTAL	\$ 152,220.00	\$ 152,220.00	\$ 152,220.00
MISSION	The Family School	\$ 45,000.00	\$ 47,210.14	\$ 47,210.14
	Mission Neighborhood Ctr.	\$ 83,500.00	\$ 92,724.12	\$ 92,724.12
	Golden Gate Community Inc	\$ 80,000.00	\$ 89,049.08	\$ 89,049.08
	Mission Lang. & Voc. School	\$ 75,000.00	\$ 86,646.17	\$ 86,646.17
	SUBTOTAL	\$ 283,500.00	\$ 315,629.51	\$ 315,629.51
TENDERLOIN	Indochinese Housing Dev. Co	\$ 57,500.00	\$ 51,167.89	\$ 51,167.89
	Larkin Street	\$ 90,000.00	\$ 94,137.60	\$ 94,137.60
	SUBTOTAL	\$ 147,500.00	\$ 145,305.49	\$ 145,305.49
CHINATOWN	Indochinese Housing Dev. Co	\$ 57,500.00	\$ 51,167.88	\$ 51,167.88
	SUBTOTAL	\$ 57,500.00	\$ 51,167.88	\$ 51,167.88
OMI	Ingleside Community Ctr.	\$ -	\$ -	\$ 68,844.00
	Inner City Youth	\$ -	\$ -	\$ 58,340.00
	SUBTOTAL	\$ -	\$ -	\$ 127,184.00
WESTERN ADDITION	The Family School	\$ 45,000.00	\$ 47,210.15	\$ 47,210.15
	SUBTOTAL	\$ 45,000.00	\$ 47,210.15	\$ 47,210.15
TOTAL		\$1,629,647.00	\$1,629,647.01	\$1,854,647.37
One Stop & Staff Development				\$225,000.36

ONE STOP SAN FRANCISCO

YOUTH REPORT

Statutory Requirements

Throughout the Workforce Investment Act, youth are identified as an intended customer of local One Stop centers and systems. This requirement is more clearly defined in the Code of Federal Regulations (CFR), otherwise known as the WIA Final Rules as noted below:

20 CFR 664.700 What is the connection between the youth program and the One-Stop service delivery system?

- (a) The chief elected official or designee, as the local grant recipient for the youth program is a required One-Stop partner and is subject to the requirements that apply to such partners, described in 20 CFR part 662.
- (b) In addition to the provisions of 20 CFR part 662, connections between the youth program and the One-Stop system may include those that facilitate:
 - (1) The coordination and provision of youth activities;
 - (2) Linkages to the job market and employers;
 - (3) Access for eligible youth to the information and services required in 664.400 [Youth Program Design, Elements, and Parameters] and 664.410 [Ten WIA Youth Elements]
 - (4) Other activities designed to achieve the purposes of the youth program and youth activities as described in WIA section 129 [Use of Funds for Youth Activities] and WIA section 121 [Establishment of One-Stop Delivery Systems]

20 CFR 662.200 Who are the required One-Stop partners?

- (c) The required partners are the entities that are responsible for administering the following programs and activities in the local area: (1) Programs authorized under title I of WIA, service (iii) Youth; (iv) Job Corps

20 CFR 662.230 What are the responsibilities of the required One-Stop partners?

All required programs must: (b) Use a portion of funds made available to the partner's program, to the extent not inconsistent with the Federal law authorizing the partner's program, to: (1) Create and maintain the One-Stop delivery system;

One Stop Youth Services

3120 Mission

At 3120 Mission, the only center that has a full year of data collected through the service card system, the total number of unduplicated customers issued cards was 11,802. Of these, 1,295 were age 14 to 22, (the age range defining youth by the Department of Labor). This group represents 11% of the total number served. The center provides a full range of core services used by youth as well as more intensive services for youth eligible for partner programs. The One Stop maintains a partnership with the Family School, located at 3101 Mission, conducting joint programming and workshops to better integrate services and extend service options for each other's customers. In addition, the Department of Human Services provides services for Foster youth at 3120 Mission and the Treasure Island Job Corps outstations staff at this One Stop as an intake point for Job Corps programs.

1800 Oakdale

While 1800 Oakdale has implemented but does not have a full year of data, the center manager estimated that from July 1, 2003 through May 18, 2004, 250 unduplicated youth accessed the services of that center. He noted that 125 of these are CalWorks recipients that use the services monthly. In addition, he noted the One-Stop maintains a partnership with Renaissance Parents of Success to offer job fairs, training and education panels; Neighborhood Jobs Initiative for specific job opportunity information; and, United Council of Human Services and City College for long term training and education opportunities for both youth and adults.

801 Turk

At 801 Turk, the Employment Development Department operates the Youth Employment Opportunities Project (YEOP) "a well-established mentoring program primarily designed to serve youth (between the ages of 15 and 22) at risk of not attaining their educational and or vocational goals." The program has a program manager, part-time adult mentor and three, half time youth staff housed at the One Stop. Working both at the One Stop, in schools and in the community, the program provides case managed services of 60 youth; presents workshops each weekday through the summer to over 600 youth; presents workshops to youth in schools to over 1200 students; and, provides weekly workshops for Treasure Island Job Corps youth totaling about 480 each year. Finally, EDD operates a Workability program at the 801 Turk One Stop. The program is staffed by a program manager, a part-time mentor and two college level students and provides work experience for SFUSD students who are in Special Education classes. In the current year, the program conducted monthly workshops for students and their parents and placed 54 students in subsidized internships. The program staff also made four presentations to SFUSD faculty and staff and job preparation workshops attended by 400 youth.

Youth Opportunity ! San Francisco

Staff has developed a specific proposal to move certain Youth Opportunity (YO) staff to One Stop centers to build greater capacity for youth services and create a stronger link between youth service providers and the One Stop system. As noted above, some YO!SF and WIA IB funded community based youth services organizations have also seen opportunity in such a partnership. A YO presence would provide YO enrolled youth, especially older youth, a more seamless transition to the One Stops and One Stop partner programs and allow other youth users greater access to YO provided youth oriented employment workshops and services.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

DOCUMENTS DEPT.

**DRAFT MINUTES OF THE
June 15, 2004 MEETING OF THE
EXECUTIVE COMMITTEE OF THE**

AUG - 6 2004

WORKFORCE INVESTMENT SAN FRANCISCO (WISF) BOARD

SAN FRANCISCO
PUBLIC LIBRARY

The meeting was held in the Auditorium of Community College District Office located at 33 Gough Street in San Francisco, California 94103.

PRESENT:

Lynn Bunim, Chair, Rosalie Bulach, Ann Cochrane, Philip Day, Dwayne Jones, Leslie Luttgens, Brian Murphy, Trent Rhorer, Tom Ryan and Abby Snay

ABSENT:

Nathan Nayman

PIC STAFF:

Pamela Calloway, Alice Chiu, Cathy de Cristofaro, Wes Dixon, Alfredo Fajardo, Karen Hart, Raymond Holland, Lucia Hughes, Cedric Jackson, Irene Kauffman, Roy Li, Kimberly Low, Jeffrey Scarcello, Robert Schwab, David Taylor, Adrian Trujillo, and Evie Valle

PUBLIC (AS EVIDENCED BY THE SIGN IN SHEET):

Rich Brown, Charlene Clemens, Mark Cole, Sarah Cotta, Laura Critchfield, Maggie Donahue, Nicholas de Lorenzo, Diane Grinsell, Elizabeth Jackson-Simpson, Theron Jones, Tony Lugo, Monique Murton, John Nauer, Ellouise Patton, Elizabeth Richmond, Vivian Warren

The meeting was convened at 8:35 A.M. with a quorum established.

Chair Bunim opened the meeting with the observation that each Board Member shares the goal of serving youth in San Francisco especially during time of crisis. She noted that resources are especially limited this year and that, as always, the Board has the difficult task of wisely allocating resources too limited to meet the legislative and varied needs of San Franciscans.

Motion to adopt the agenda was made by Ann Cochrane and seconded by Leslie Luttgens.

Ayes: Rosalie Bulach, Ann Cochrane, Philip Day, Dwayne Jones, Leslie Luttgens, Tom Ryan and Abby Snay

Nays: None

Abstentions: None

Motion passed.

Item 3 – Reconciliation of Youth Council and Executive Committees' Recommendation for Distribution of WIA formula funds

Ann Cochrane and Pamela Calloway presented a brief overview of the committees' recommendations for the distribution of WIA formula funds. The Youth Council held two meetings on the recommendations for Program Year 2004 WIA Title IB funding for youth service subcontractors, May 4 and May 27. The Youth Council's recommendations did not align with the Executive Committee's May 12th action, which allocated approximately \$300,000 of youth formula funds to support the One Stop System.

The Youth Council requested that the Executive Committee:

1. Reconcile its WIA formula funding allocations (adopted on May 12) with the recommendations of the Youth Council for WIA formula youth funding (adopted on May 27);
2. Authorize WIA IB Youth funding for specific subcontractors for the program year beginning July 1, 2004;
3. Authorize and issue an additional solicitation for youth services if the May 27 Youth Council action is adopted by the Executive Committee
4. Authorize staff to jointly negotiate contracts with DCYF as required ensuring appropriate maintenance of effort and budget alignment to maximize youth services coordination.

Ms. Cochrane shared several points that led to the Youth Council's decision. At both Youth Council meetings, about a 100 people attended and many provided testimony about the increased need for youth services in San Francisco. At the May 27th meeting, the Youth Council considered three different funding plans for youth services. The Youth Council chose the second option, with additional recommendations to issue a new solicitation for youth services exclusively for four neighborhoods: Bayview Hunters Point, Oceanview-Merced-Ingleside, Sunnysdale, and Western Addition with the monies that were designated by the Executive Committee to support the One Stop System from the youth formula funds.

Philip Day asked if there were proponents in those targeted areas (Bayview Hunters Point, Oceanview-Merced-Ingleside, Sunnysdale, and Western Addition) that responded to the original solicitation. He questioned whether a second solicitation should be issued (if there were existing proponents in these areas) in the interest of time as programs should start July 1st. Ms. Cochrane responded that proponents to the original solicitation from these four neighborhoods scored lower than others overall and that the second solicitation would be simpler than the first one in order to have programs start as soon as possible.

Rosalie Bulach commented that she had heard Ms. Cochrane's concerns at a Finance Subcommittee meeting and had asked staff to analyze the data to see how many youths are served at the One Stop. She then shared data different than that presented by staff. According to these new data, at the Mission One Stop, 20% of the customers are youths; an average of 70% of the Southeast One Stop customers are youth; and approximately 10% of customers are youth in the Civic Center One Stop. She added that if money is taken from the One Stop System support, then it would be difficult or impossible for the System to remain in compliance with WIA and its regulations as it may only be able to pay for current staff and rent with the limited resources.

Dwayne Jones pointed out that it is important to understand what services are at the One Stop and the magnitude of services and customers.

Pamela Calloway added that at the Finance Subcommittee meeting, Brian Murphy also challenged as too narrow, any definition of "youth served" at the One Stops that only counts customers between the ages of 14-21 years. For example, if a parent received a job through One Stop services, the youths in the family benefit too. She also reminded the Committee that the funds being discussed are WIA dollars only and that there are other Partners that do, can and should contribute to the One Stop System.

Abby Snay questioned the data in the One Stop Center Activity Report on daily customer visits rather than "unduplicated clients". Roy Li, Mission One Stop Center Manager, agreed but added that each visit from the customer, use resources each time.

Tom Ryan noted that a large number of people are being served in the One Stop, especially in the Mission. He asked the Committee to discuss and determine a policy: should San Francisco devote all (or what portion of) public resources to serving "the hundreds" or to serving "the thousands" (i.e. through the One Stop System).

Trent Rhorer challenged an incorrect comment, which asserted that the One Stop System was ineffective and did not provide service to customers. He then suggested that \$240,000 of unspent One Stop funds be "rolled over" to One Stop System operations for the Program Year beginning on July 1, 2004 and that \$240,000 of youth formula funding, previously designated for PY 04 support to the One Stop System, be used by the Youth Council to distribute to the youth services providers in those targeted areas.

Public Testimony

Cedric Jackson strongly urged the Committee to optimize dollars for systems, the One Stop System and the group subcontracts.

Elizabeth Jackson-Simpson strongly urged Committee Members to accept Mr. Rhorer's suggestion.

Chair Bunim asked Members to sign their Conflict of Interest statements.

Motion to "roll over" \$240,000 of unspent One Stop funds to One Stop System operations for the Program Year beginning on July 1, 2004 and that \$240,000 of youth formula funding, previously designated for PY 04 support to the One Stop System, be used by the Youth Council to distribute to the youth services providers in those targeted areas was made by Trent Rhorer and seconded by Philip Day.

Ayes: Ann Cochrane, Philip Day, Dwayne Jones, Leslie Luttgens, Brian Murphy, Trent Rhorer, Tom Ryan and Abby Snay

Nays: None

Abstentions: Rosalie Bulach

Motion passed.

Motion to issue a new solicitation to distribute to youth services providers in targeted neighborhoods (Bayview Hunters Point, Oceanview-Merced-Ingleside, Sunnydale, and Western Addition) was made by Philip Day and seconded by Dwayne Jones.

Ayes: Ann Cochrane, Philip Day, Dwayne Jones, Leslie Luttgens, Brian Murphy, Trent Rhorer, Tom Ryan and Abby Snay

Nays: None

Abstentions: Rosalie Bulach

Motion passed.

Rosalie Bulach requested that there be an in depth discussion at the next Executive Committee meeting about the Board's commitment to the One Stop.

Public Testimony on Non Agenda Items

Nicholas deLorenzo expressed his concerns about the Committee making decisions based on different and contrasting statistics. He added that there are new federal regulations that affect Title V which prohibits funds to be used in the One Stop. He will make a formal presentation to the One Stop Committee about that impact on the One Stop System and National Council on the Aging's contribution and partnership.

Motion to adjourn was made by Abby Snay and seconded by Nathan Nayman.

Ayes: Rosalie Bulach, Ann Cochrane, Philip Day, Dwayne Jones, Leslie Luttgens, Brian Murphy, Trent Rhorer, Tom Ryan and Abby Snay

Nays: None

Abstentions: None

Motion passed.

The meeting was adjourned at 9:46 A.M.

All written materials distributed at the meeting are posted on the Private Industry Council's website, www.picsf.org, and incorporated by reference herein.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

JUL 9 - 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday July 14, 2004

Time: 9:30 a.m. to 11:30 a.m.

Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

07-07-04 P12:20 PM RCV

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

(Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

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If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Wednesday, July 7, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, JULY 14, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of Minutes from the Meetings Held on May 12, 2004 and June 15, 2004 (*Action Item*)*
4. Presentation by Kevin Stange
 "Research Brief: *San Francisco's Aging Workforce*"
5. Acceptance of Community Development Block grant (CDBG) Funds to Operate the Tax Credit Vouchering Project in PY 2004 (*Action Item*)*
6. Resolution of Severance Benefits (*Action Item*)*
7. Committee Reports (Discussion Item)
 - a. Finance Subcommittee
 - b. Employer Services Committee
 - c. One Stop Committee
 - d. Program Resources Committee
 - e. Youth Council
8. Chair's Report (Discussion Item)
9. President's Report (Discussion Item)
10. Public Testimony on Non-Agenda Items (Discussion Item)
11. Future Agenda Items (Discussion Item)
12. Adjournment (*Action Item*)

*Information enclosed.

Research Brief:

San Francisco's Aging Workforce

July 2004

Executive Summary

This report summarizes the impact of workforce aging on the availability of skilled workers in various occupations in San Francisco. It aims to provide local policy-makers and employers with an appreciation of the impact that aging will have on the ability of the city (and specific organizations) to meet its (and their) future workforce needs. The report also provides recommendations for navigating this difficult, yet inevitable, demographic shift.

Summary of Findings

- Older San Franciscans will be the fastest growing age group over the next twenty years and approximately 13% of San Francisco's workforce was 55 or older at the time of the last census – and will reach retirement age by 2010.
- The aging of the workforce will be particularly acute in education and health care:
 - School administrators, elementary, middle school, secondary school, and special education teachers tend to be older than average, and the small number of young teaching assistants will be problematic if not addressed.
 - Advanced health care occupations such as medical service managers, registered nurses, clinical lab techs, and LVNs also have older workforces, but the many young medical assistants and health support techs should provide relief if workers can advance from these more entry-level occupations.
- Workers in information technology and hospitality are relatively young – even in highly skilled occupations – and the abundance of young workers in entry-level jobs should more than fill any openings arising from retirement.
- The office administration, building trades, and social service sectors could experience worker shortages from the near-term retirement of some of their more advanced workers if younger workers in these fields are not recruited and trained to advance.

Workforce Development Policy Responses

1. Young worker attraction, particularly to education and health careers
2. Career advancement encouragement
3. Continued support for immigrant integration

Responses for Individual Employers

1. Characterize the age distribution of your organization's workforce
2. Expand education and internal promotion opportunities for young workers
3. Create an engaging workplace in order to improve recruitment and retention
4. Implement flexible work arrangements to enable older employees to work longer
5. Redefine pension plans to provide incentives for older employees to remain on the job

Research Briefs are released periodically (often quarterly) by WISF to inform the City's workforce and economic development community about short- and long-term developments in San Francisco's economy and labor market. This and other research related to San Francisco's labor market, workforce development system, and economy can be found at <http://www.picsf.org/research/research.htm>.

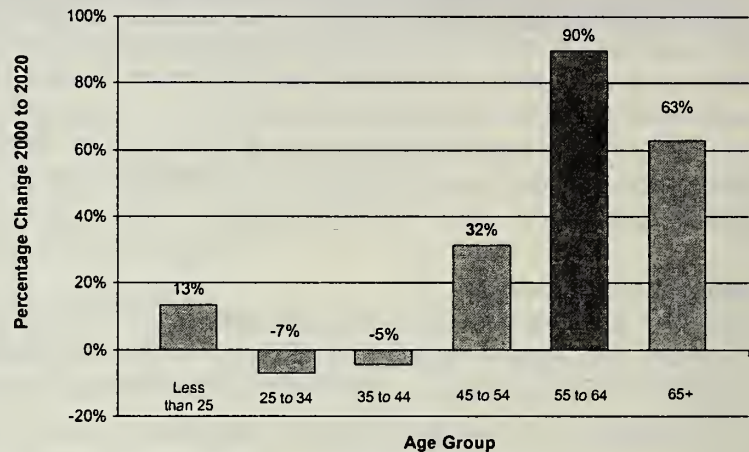
This report was written by Kevin Stange, Labor Market Research Analyst, who can be reached at kevin_stange@yahoo.com.

13% of San Francisco's Workforce in Nearing Retirement Age

It is no secret that the nation's workforce will age substantially over the next two decades as the baby boom generation born between 1946 and 1964 reaches retirement age. In fact, the fastest growing age groups in the Bay Area over the next twenty years will those 55 and older. The Bay Area is not unique: according to the Public Policy Institute of California,¹ this trend reflects the baby boom, migration, and mortality changes affecting all of California and the US.

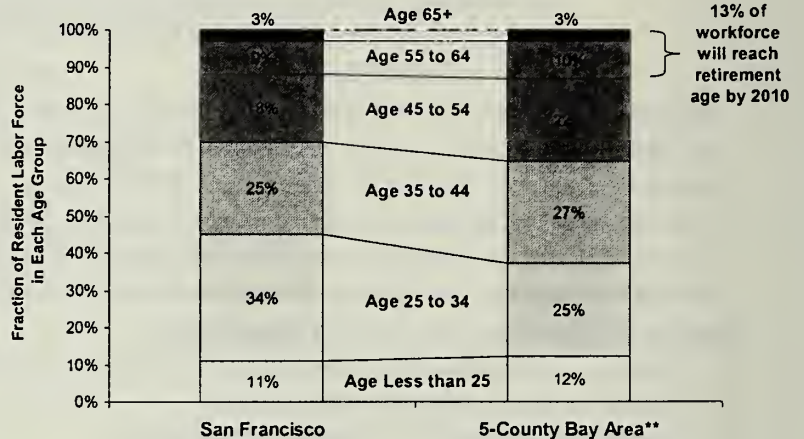
The effects of this demographic inevitability will be far-reaching. Fewer workers and more retirees will place severe pressure on Social Security finances. The aging population will have greater medical demands, straining states' Medicare budgets and exacerbating an existing shortage of qualified nurses. This report narrowly focuses on one of these specific impacts: the aging of San Francisco's workforce is sure to have a bearing on the availability of trained workers in specific occupations for years to come.

Figure 1: Percentage Change in Population 2000 to 2020
5-County Bay Area*



* Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's calculations from data obtained from California Department of Finance

Figure 2: Age Distribution of Resident Labor Force*
2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

As shown in Figure 2, 12% of San Francisco's current resident labor force will reach retirement age (65 years old) by 2010. Though the City of San Francisco tends to have more young workers and fewer middle-aged ones, the number of short-term retirees is

¹ Tafoya, Sonya M. and Hans P. Johnson (2000). "Greying in the Golden State: Demographic and Economic Trends of Older Californians," *California Counts: Population Trends and Profiles*. Volume 2, Number 2. Public Policy Institute of California. San Francisco, CA. November 2000.

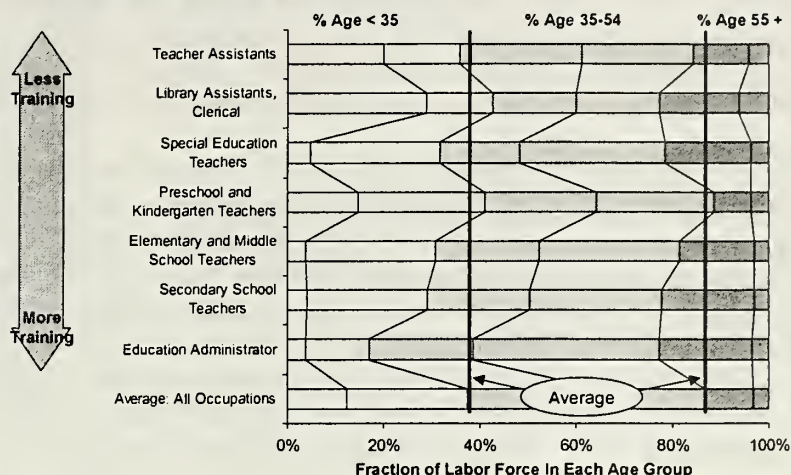
roughly the same as for the broader 5-county San Francisco Bay Area.² At the latest census, 13% of current workers in Alameda, Contra Costa, Marin, San Mateo, and San Francisco counties were at least 55 years old and will reach retirement age by 2010. Replacing this retiring talent pool will not be easy, but one necessary step is to identify the occupations most likely to be impacted by these trends. That is the task undertaken by this report. Readers should couple the information contained herein with evidence on the future demand for specific occupations to form a comprehensive picture of the likely impacts of the aging workforce.

Education and Health Care

Much attention has been paid nationally to the aging of workers in the Education and Health fields and census evidence suggests that this is an important issue for the San Francisco Bay Area as well.

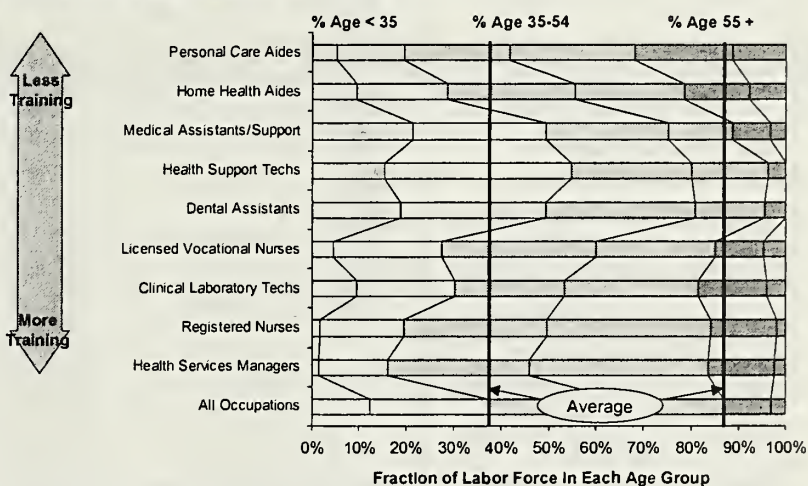
Figure 3 displays the age distribution of various occupations in San Francisco's Education sector.³ With few exceptions, workers in almost all education-related occupations tend to be older than average. More than twenty percent of

Figure 3: Age Distribution of Education Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

Figure 4: Age Distribution of Health Care Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

² Since the City of San Francisco draws nearly half its daily workforce from these surrounding communities, the remainder of this report utilizes this broader 5-county view of San Francisco's workforce.

³ Each horizontal bar in Figures 3 through 9 provides a visual depiction of the age distribution in the 5-county Bay Area for a specific occupation. The lightest (leftmost) color represents the fraction of workers in the given occupation that are less than 35 years old, the medium-colored section represents the fraction between 35 and 54 years old, and the darkest (rightmost) is the fraction of workers 55 years or older. The bottom bar on each graph is the average age distribution for all occupations in the 5-county area and the dark vertical lines indicate the average split between the three age categories for all occupations. "Younger" occupations are shifted to the right of these vertical lines, whereas "older" occupations are shifted to the left. The occupations are also roughly arranged from least skilled (top) to most skilled (bottom) within each

education administrators and elementary and secondary school teachers will reach retirement age by 2010 and many more will shortly thereafter.

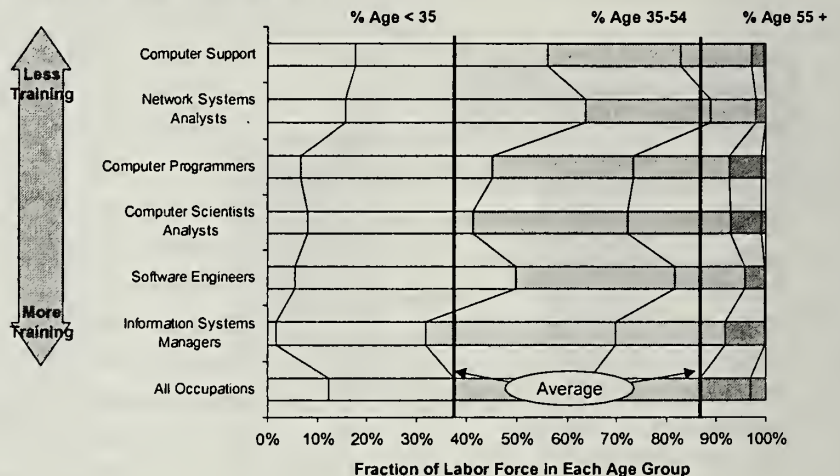
Most worrisome, entry-level educators such as teaching assistants and library assistants are not much younger than average. Without an adequate supply of young educators in the pipeline, school districts will have difficulty filling the openings arising from baby boom retirees. Advancing current teaching assistants to full-time teachers is necessary but not enough – recruiting new young educators is also critical.

A slightly different picture emerges for the Health Care sector, as shown in Figure 4. Like education, many highly skilled and experienced health care workers – such as health service managers, registered nurses, clinical laboratory technicians, and licensed vocational nurses – are older than average and many are nearing retirement. Unlike in education, however, entry-level health occupations appear to have many young workers. Medical assistants, health support technicians, and dental assistants tend to be quite a bit younger than average. Promoting the advancement of entry-level health care workers to more highly-skilled jobs should be one major response of San Francisco's workforce policy to the aging of its health care workforce.

Information Technology and Hospitality: Young and Staying Young

In contrast to Education and Health Care, San Francisco's Information Technology and Hospitality sectors are young throughout the occupational pipeline. Only the most senior positions – IT department managers and hotel managers – have age structures that are not younger than average. A strong pipeline of younger workers should mitigate any direct effects of workforce aging on these two sectors.

Figure 5: Age Distribution of IT Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

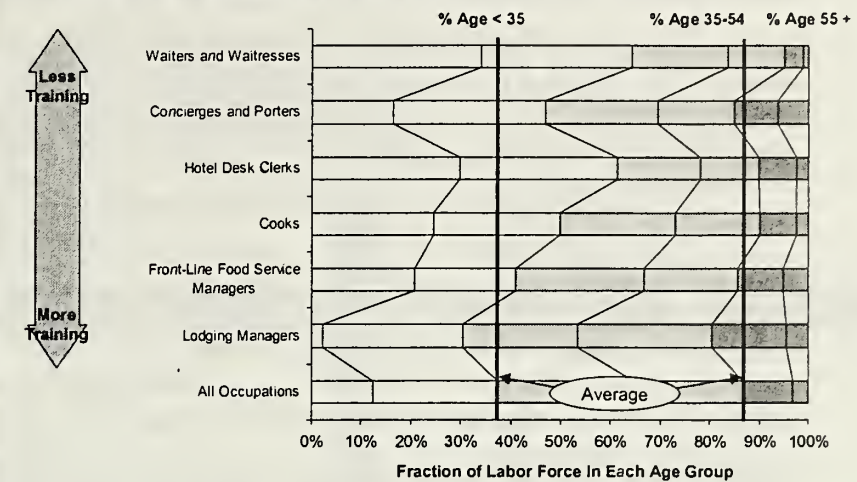
Information Technology is San Francisco's newest major employment sector. Its emergence over the past decade – especially during the boom of the late 1990's – attracted younger, more technology-savvy workers than other sectors. Young workers were drawn to the industry's rejection of traditional office formality, and by the high price paid for their newly minted computer skills. Many recent high school and college graduates over the past ten years found work in computer support, network administration, programming, and software engineering. As a result of this youth influx,

broad sector, and thus represent potential steps in a career ladder within a sector. By looking across all these occupations, a sector can assess the adequacy of its workforce "pipeline."

these occupations will likely remain much younger than average. In fact, only 8% of IT managers are approaching retirement age; most are between the ages of 35 and 54. Consequently, the IT sector will remain relatively immune from the direct effects of workforce aging, at least for the foreseeable future.

The culture and work environment of the Hospitality industry also tends to attract younger workers. Only hotel managers are older than average – about 20% will reach retirement age by 2010. Food service managers, desk clerks, and concierges are all younger than average, providing ample talent for future hospitality management positions if employer-provided training provides workers with the skills needed to advance.

Figure 6: Age Distribution of Hospitality Workforce*
5-County Bay Area** Resident Labor Force, 2000

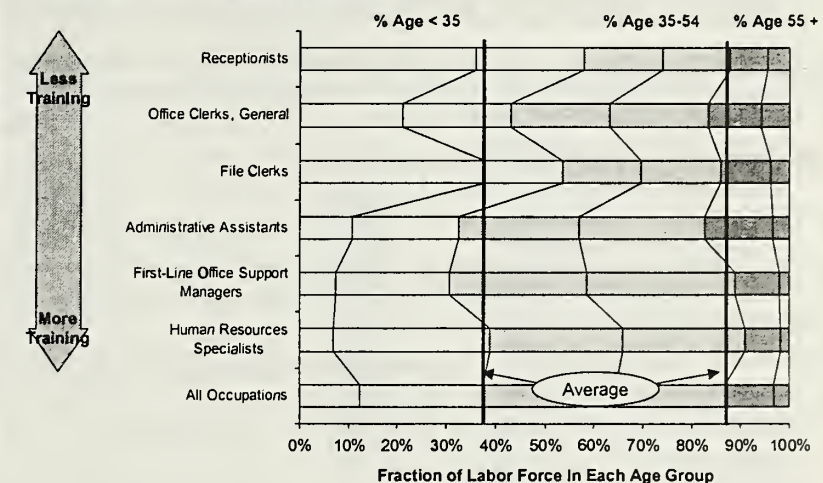


* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

Office Administration: Many Young Workers Seeking Advancement

San Francisco's general office administration sector should also be able to weather the impending retirement boom if entry-level workers' advancement is made a priority. Office managers and administrative assistants tend to be slightly older than average but the steady flow of young workers into receptionist, office clerk, and file clerk positions should replenish retirees if these young workers can be retained, trained, and advanced to more highly skilled positions.

Figure 7: Age Distribution of Office Administration Workforce*
5-County Bay Area** Resident Labor Force, 2000



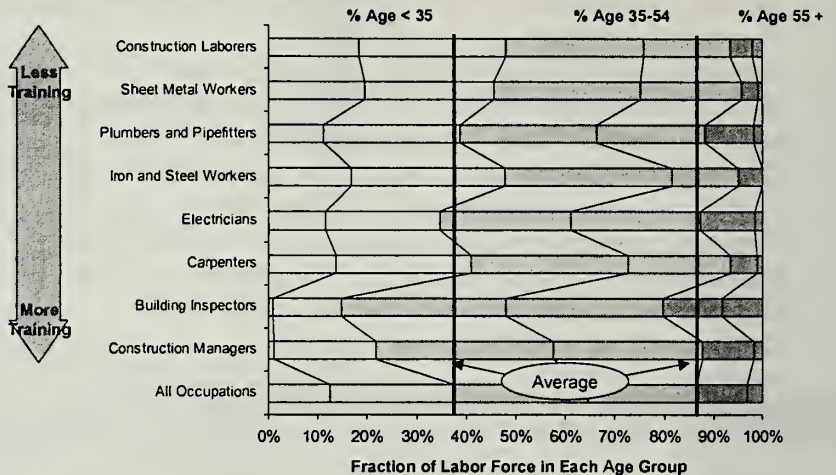
* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

Building Trades: Robust Pipeline, but Closer Look Needed

Most of the building trades have the same approximate age distribution as the Bay Area average, indicating a fairly retirement-robust workforce. Future needs for building

inspectors and construction managers, for instance, could probably be met from existing tradesmen ranks. Unfortunately, this analysis masks differences across experience levels for a given occupation. That is, journey-level carpenters are treated the same as apprentice carpenters. To fully understand the age profiles of jobs with significant within- rather than across-occupation advancement (such as most trades), a closer look is needed. Trades must ensure a balanced age distribution between journey and apprentice-level workers, which this present analysis does not shed light on.

Figure 8: Age Distribution of Building Trades Workforce*
5-County Bay Area** Resident Labor Force, 2000

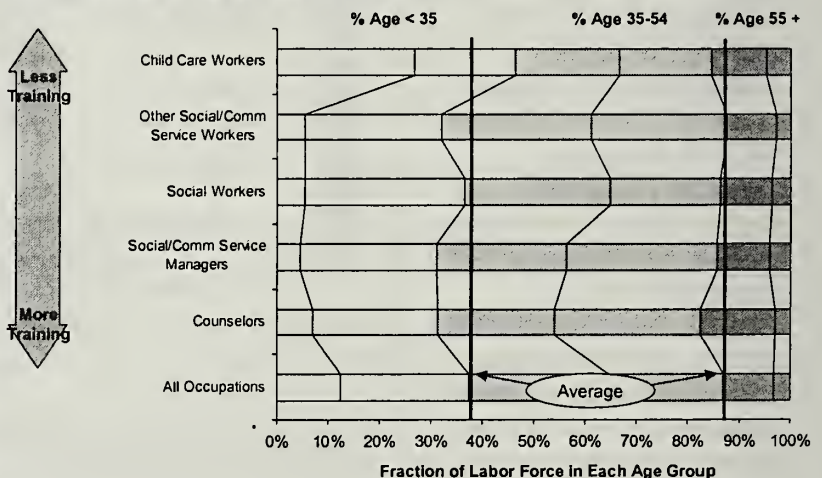


* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties
SOURCE: Author's tabulations from the 2000 Census

Government, Social and Community Service Occupations

Workforce aging is of particular concern to large public-sector employers. Researchers at the Rockefeller Institute of Government note that government workforces tend to be older than the private sector and that the age gap between public and private sectors has been widening.⁴ Locally, a recent report by the San Francisco Department of Human Resources notes that 60% of city managers will reach retirement age

Figure 9: Age Distribution of Social & Community Service Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties
SOURCE: Author's tabulations from the 2000 Census

⁴ Abbey, Craig W. and Donald J. Boyd (2002). "The Aging Government Workforce," The Nelson A. Rockefeller Institute of Government. July 2002. Available at www.rockinst.org.

by 2013, doubling the retirement rate of the past.⁵

The San Francisco Department of Human Services (DHS) provides a stark example: though social workers and social service managers in the Bay Area tend to be only slightly older than the average (see Figure 9) for all occupations, DHS' workforce is much older than average. According to DHS, more than 26% of its workforce is at least 55 years old (vs. 13% for all occupations) and only 12% are less than 35 years old (vs. 38% on average). Though the aging of the social service workforce is somewhat challenging for the city overall, the problem is particularly acute for the city's largest social service employer: local government.

Addressing the Aging of San Francisco's Workforce

Workforce Development Policy Responses

This report has highlighted several important workforce policy responses to the well-known demographic shifts that lie ahead:

1. **Attract** younger workers to careers in education and health care, and to San Francisco generally.
2. **Promote career advancement** training, particularly for educators, health care workers, and select hospitality, office, and social service workers. The continued apprentice-to-journeyperson advancement of building trades workers should also be encouraged.
3. **Continue support for immigrant integration.** A recent report by the Public Policy Institute of California noted, "much of tomorrow's workforce are today's second generation children of immigrants."⁶ The city's success at integrating recent immigrants into the community will have a profound effect on the strength of tomorrow's workforce through this channel.

Responses for Individual Employers

Though local policy makers can ensure that an aggregate qualified pool of workers exists for important occupations, individual employers must also manage the age structure of their internal workforce and plan for dealing with changes in that structure. Perhaps because they were the first to face the effects of an aging workforce, public employers have been the most actively innovating ways to retain and extend the careers of older workers, according to a recent report by the U.S. General Accounting Office.⁷ Several strategies individual organizations have employed include:

1. **Characterize the age distribution of your organization's workforce.** The DHS example illustrates that internal, organization-specific succession planning issues can differ dramatically from aggregate, city-wide ones.
2. **Expand education and internal promotion opportunities** for young workers.
3. **Create an engaging workplace** in order to improve recruitment and retention.
4. **Implement flexible work arrangements** such as part-time, seasonal, or contract work, reduced job responsibilities, and job sharing to enable older employees to work longer.
5. **Redefine pension plans** – Deferred Retirement Options Plans (DROPs) are one example – to provide incentives for older employees to remain on the job past typical retirement age.

⁵ McGuinness, Michael, Robert Pritchard, and Herberth Campos (2003). "Who Will Do San Francisco's Work?: Managing Workforce Change," San Francisco Department of Human Resources. June 2003.

⁶ Johnson, Hans P. (2003). "California's Demographic Future." Public Policy Institute of California Occasional Papers. San Francisco, CA. December 2003.

⁷ U.S. General Accounting Office (2001). "Older Workers: Demographic Trends Pose Challenges for Employers and Workers." GAO Report GAO-02-85. November 2001.



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: JULY 14, 2004

FROM: PAMELA S. CALLOWAY, PRESIDENT

SUBJECT: ACCEPTANCE OF COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)
FUNDS TO OPERATE THE TAX CREDIT VOUCHERING PROJECT IN PY
2004

ACTION REQUESTED

The Executive Committee is asked to approve the acceptance of 2004 CDBG in the amount of \$70,000 to operate the Tax Credit Vouchering Project.

BACKGROUND

The Private Industry Council of San Francisco, Inc. has been receiving CDBG funds from the Mayors Office of Community Development since 1998 to operate the Tax Credit Vouchering Project.

This project is designed to provide employers with ease of access and technical assistance on various hiring tax credits available to San Francisco employers. The project provides a single point-of-contact through the Tax Credit hotline and website. It also serves as the portal for the City's sfbizinfo users to access tax credits and other workforce related information.

The PIC, Inc. issued over 12,000 tax credit vouchers from 1999 - 2003. This translates to over 12,000 jobs were filled by economically disadvantaged individuals as a result of the tax credits. Due to a number of unknown variables (eg. length of employment, hourly wage, etc.), it is difficult to determine the amount of tax credits San Francisco businesses received from the State during this period. If one uses the assumption that all of the 12,000 employees only worked for six months, and that they were paid the minimum wage, it is estimated that the total tax credit amounts to no less than 44 million dollars.

STAFF'S RECOMMENDATION

Without a doubt, this project is vital to the City's economic and workforce development efforts. Staff recommends that the Executive Committee adopt the acceptance of this grant, so that businesses and job seekers may continue to receive this valuable service.

Staff will be present at your July 14th meeting. If you have any questions prior to the meeting, please call Lucia Hughes 415-861-4002.

RESOLUTION OF THE

Workforce Investment San Francisco Board

(insert title of governing body, e.g., Board of Directors, etc.)

OF

Private Industry Council of San Francisco, Inc.

(insert name of corporation)

TO APPROVE ACCEPTANCE OF 2004 COMMUNITY DEVELOPMENT BLOCK GRANT OR EMERGENCY SHELTER GRANT FUNDING, AND TO ACKNOWLEDGE AWARENESS OF RESPONSIBILITIES AND LIMITATIONS, FOR

The Tax Credit Vouchering Project

(Insert name of funded program, e.g., Public Services, Neighborhood Employment Training Program)

WHEREAS, procedures established by the San Francisco Mayor's Office of Community Development require the applicant for CDBG or ESG funding to certify by resolution the approval of acceptance of CDBG or ESG funds prior to preparation of the City/Corporation Grant Agreement:

NOW, THEREFORE, BE IT RESOLVED that the governing body hereby:

1. Approves the acceptance of CDBG or ESGP funds under the CDBG or ESGP program; and
2. Certifies that this governing body will examine the Grant Agreement for Community Development Activities before approving its signing, and will become aware of the responsibilities and limitations attendant to the grant funds; and
3. Certifies that the said Corporation has or will have sufficient funds or other resources to operate and maintain the facility funded under this program; and
4. Certifies that the said Corporation will comply with 2004 Work Program, all federal, state and local environmental, public health, affirmative action, and all other codes, laws and regulations applicable to the project; and
5. Appoints (name and title) **Pamela S. Calloway, President** as the representative of the said Corporation to conduct all negotiations, execute and submit all contract documents including, but not limited to applications, agreements, amendments, payment requests and reports which may be necessary for the completion of the aforementioned project.
6. Approves the following email address as the official email address for the Corporation:

pscalloway@picsf.org

APPROVED AND ADOPTED this _____ day of _____, 20____

I, the undersigned, do hereby certify that the foregoing Resolution was duly adopted by the Governing body of the said above Corporation on _____, 20____.

Name _____ Title _____ Date _____

Signature

GRANT AGREEMENT COMMUNITY DEVELOPMENT ACTIVITIES

(Short Form Incorporating Agreement Terms Located on MOCD Website)

This Agreement is entered into as of July 1, 2004, by and between the CITY AND COUNTY OF SAN FRANCISCO, a municipal corporation ("City"), represented by the Mayor, acting through the Community Development Director of the Mayor's Office of Community Development ("MOCD"), and Private Industry Council of SF Corporation ("Corporation"), organized under the nonprofit corporation law of the State of California.

RECITALS

The City has entered into a Grant Agreement with the United States Department of Housing and Urban Development ("HUD") to receive Community Development Block Grant ("CDBG") funds and Emergency Shelter Grant Program ("ESGP") funds, and to administer the distribution of the CDBG funds pursuant to Title I of the Housing and Community Development Act of 1974, as amended, and the ESGP funds pursuant to the McKinney Homeless Assistance Act, as amended.

The Board of Supervisors of the City and County of San Francisco has enacted Resolution Nos. 288-04 and 289-04 authorizing the Mayor to apply for, receive and administer the distribution of the 2004/2005 CDBG and ESGP Entitlements from HUD for activities to be performed in accordance with the Statement and Expenditure Schedules identified as the 2004/2005 San Francisco CDBG and ESGP Programs on file with the Clerk of the Board of Supervisors (the "MOCD Program").

Pursuant to above Resolutions, the Board of Supervisors approved a maximum allocation for the Corporation to perform specific community development activities identified in the MOCD Program to principally benefit low and moderate-income residents of the City and County of San Francisco.

AGREEMENT

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

Work Program. The Corporation shall use the funds distributed by City under this Agreement to perform the activities described in the Corporation's Work Program attached hereto as Appendix A (the "Work Program") in accordance with the Project Budget attached hereto as Schedule I (the "Project Budget") and for no other purpose. The Work Program must maintain or increase the level of services currently provided by the Corporation to low and moderate income persons. In the event there is more than one Work Program attached, there is a separate Project Budget for each such Work Program and the Corporation shall administer and maintain records for each Work Program separately. In no event shall there be any transfer of funds from one Work Program to the other. All the provisions and terms of this Agreement shall apply with respect to each Work Program and Project Budget. In the event of a breach of this Agreement with respect to any one or more of the attached Work Programs, MOCD shall have the right to suspend or terminate this Agreement as to all the Work Programs.

Grant Amount. As consideration for the actions and services to be performed by the Corporation in accordance with this Agreement, the City will make available to the Corporation a sum not to exceed \$70,000.00 (the "Grant Amount").

The Corporation agrees that funds disbursed under this Agreement shall be used solely and strictly in accordance with the terms of this Agreement. The Corporation acknowledges and agrees that the availability of funds allocated under this Agreement is expressly conditioned on the Corporation fulfilling all of its obligations under this Agreement.

Incorporation of Terms. The terms and provisions of the Grant Agreement dated as of July 1, 2004, as set forth in MOCD's website at <http://www.sfgov.org/site/mocd>, are incorporated herein by this reference as though fully set forth herein (the "Grant Terms and Provisions"). A copy of the Grant Terms and Provisions can also be found at the San Francisco Main Public Library at 100 Larkin Street, and at MOCD's offices at 25 Van Ness Avenue, Suite 700. The Corporation shall fully comply with and be bound by all of the Grant Terms and Provisions, including but not limited to all federal and local rules and regulations, as set forth therein. The Corporation's failure to comply with any of the Grant Terms and Provisions shall constitute a material breach of this Agreement.

By signing this Agreement in the space provided below, the Corporation acknowledges and agrees that it has fully read and understood the Grant Terms and Provisions, it has had a full and complete opportunity to review the Grant Terms and Provisions with an attorney of its choosing, and it agrees to be bound by all of the Grant Terms and Provisions. The Corporation understands that City would not be willing to enter into this Agreement without such acknowledgement and agreement by the Corporation, and the Corporation waives any right to challenge the Grant Terms and Provisions based upon its failure to read or understand any such provisions or the incorporation of the Grant Terms and Provisions into this Agreement.

4. Representations of the Corporation. In addition to the representations in the Grant Terms and Provisions, the Corporation makes the following representations as of the date of this Agreement and at all times throughout this Agreement:

(a) The Corporation has fully read and understood, and agrees to be bound by, the Grant Terms and Provisions.

(b) The Corporation is a nonprofit corporation, duly organized and validly existing and in good standing under the laws of the jurisdiction in which it was formed. The Corporation has established and maintains valid nonprofit status under Section 501(c)(3) of the United States Internal Revenue Code of 1986, as amended, and all rules and regulations promulgated under such Section. The Corporation has duly authorized by all necessary action the execution, delivery and performance of this Agreement. The Corporation has duly executed and delivered this Agreement and this Agreement (including the Grant Terms and Provisions) constitutes a legal, valid and binding obligation of the Corporation, enforceable against the Corporation in accordance with the terms hereof.

(c) The Corporation's operations, offices and headquarters are located at the address for notices set forth herein. All aspects of the Work Program will be implemented at the geographic location specified in the Work Program.

(d) No document furnished or to be furnished by the Corporation to the City in connection with this Agreement, any funding request or any other document relating to any of the foregoing, contains or will contain any untrue statement of material fact or omits or will omit a material fact necessary to make the statements contained therein not misleading, under the circumstances under which any such statement shall have been made.

(d) Except as may be permitted hereunder and approved by MOCD, the Corporation has not entered into any agreement, arrangement or understanding with any other person or entity pursuant to which such person or entity will implement or assist in implementing all or any portion of the Work Program.

(e) Neither the Corporation, nor any of its contractors, has been suspended, disciplined or debarred by, or prohibited from contracting with, the U.S. General Services Administration or any federal, state or local governmental agency. In the event the Corporation or any of its contractors has been so suspended, debarred, disciplined or prohibited from contracting with any governmental agency, it shall immediately notify the City of same and the reasons therefore together with any relevant facts or information requested by MOCD. Any such suspension, debarment, discipline or prohibition may result in the termination or suspension of this Agreement. The Corporation acknowledges that this certification of eligibility to receive federal and City funds is a material term of the Agreement.

5. First Source Hiring. If the Grant is (i) for public services, economic development, microenterprise assistance, or planning and the Grant Amount is Two Hundred Thousand Dollars (\$200,000) or greater, or (ii) for capital projects or construction funding and the Grant Amount is Three Hundred Fifty Thousand Dollars (\$350,000) or greater, then the Corporation shall comply with the hiring requirements imposed by the City's First Source Hiring Ordinance (San Francisco Administrative Code Chapter 83), which are incorporated herein by this reference. The Corporation agrees to execute and to comply with all the terms and provisions of the First Source Hiring Agreement attached hereto as Appendix C, if applicable, although the lack of such a separate execution shall not affect the requirements of the agreement as incorporated herein.

6. Notices to Parties. All notices to be given by the parties hereto shall be in writing and served by (a) hand delivery, (b) depositing same in the United States Post Office, postage prepaid, certified with return receipt requested, or (c) facsimile, as follows (or such other address as the parties may designate from time to time):

To City: Mayor's Office of Community Development
25 Van Ness Avenue, 7th Floor
San Francisco, California 94102
Attn: Director

To Corporation: Private Industry Council of SF
1650 Mission St
San Francisco, CA 94103
Attn: Pamela S. Calloway

All notices shall become effective on the date of receipt. Such date of receipt shall be determined by: (a) if mailed, the return receipt, completed by the U.S. Postal Service; (b) if sent via hand delivery, a receipt executed by a duly authorized agent of the party to whom the notice was sent; or (c) if sent via facsimile, the date of telephonic confirmation of receipt by a duly authorized agent of the party to whom the notice was sent or, if such confirmation is not reasonably practicable, the date indicated in the facsimile machine transmission report of the party giving such notice.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

CITY AND COUNTY OF SAN FRANCISCO

Private Industry Council of SF
a California nonprofit public benefit corporation

BY: _____
GAVIN NEWSOM, MAYOR

BY: _____
LYNN B. BUNIM
PRESIDENT OF BOARD OF DIRECTORS

BY: _____
DWAYNE JONES, DIRECTOR
MAYOR'S OFFICE OF COMMUNITY
DEVELOPMENT

BY: _____
PAMELA S. CALLOWAY
EXECUTIVE DIRECTOR

APPROVED AS TO FORM:
DENNIS J. HERRERA, CITY ATTORNEY

BY: _____
DEPUTY CITY ATTORNEY

MOCD Grant Agreement from July 1, 2004 to June 30, 2005

\$70,000.00 **PM _____

**The Grant amount is contingent on the availability of funds from HUD as allocated and approved by the Mayor and the Board of Supervisors. MOCD reserves the right to make necessary correction and adjustment to the Grant amount if there are errors or discrepancies.

All notices shall become effective on the date of receipt. Such date of receipt shall be determined by: (a) if mailed, the return receipt, completed by the U.S. Postal Service; (b) if sent via hand delivery, a receipt executed by a duly authorized agent of the party to whom the notice was sent; or (c) if sent via facsimile, the date of telephonic confirmation of receipt by a duly authorized agent of the party to whom the notice was sent or, if such confirmation is not reasonably practicable, the date indicated in the facsimile machine transmission report of the party giving such notice.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

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Private Industry Council of SF
a California nonprofit public benefit corporation

BY: _____
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BY: _____
LYNN B. BUNIM
PRESIDENT OF BOARD OF DIRECTORS

BY: _____
DWAYNE JONES, DIRECTOR
MAYOR'S OFFICE OF COMMUNITY
DEVELOPMENT

BY: _____
PAMELA S. CALLOWAY
EXECUTIVE DIRECTOR

APPROVED AS TO FORM:
DENNIS J. HERRERA, CITY ATTORNEY

BY: _____
DEPUTY CITY ATTORNEY

MOCD Grant Agreement from July 1, 2004 to June 30, 2005

\$70,000.00 **PM _____

**The Grant amount is contingent on the availability of funds from HUD as allocated and approved by the Mayor and the Board of Supervisors. MOCD reserves the right to make necessary correction and adjustment to the Grant amount if there are errors or discrepancies.



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

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EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, on or about January 14, 2004, the Executive Committee adopted a comprehensive memorandum of understanding "MOU" between the Private Industry Council of San Francisco, Inc. ("PIC") and the Service Employees International Union, Local 790 ("the Union"); and

WHEREAS, the MOU provides for a severance benefit for persons covered under the MOU; and

WHEREAS, the Executive Committee desires to extend this benefit to other employees in the PIC;

RESOLVED: Employees with at least two (2) years of service, who are involuntarily laid off and who do not have bumping rights and are separated from the PIC (after good faith participation in any job opportunity programs offered by PIC), shall receive a severance payment in exchange for a release equivalent to two (2) weeks pay (lump sum) at the rate of salary at date of separation, or three weeks pay (lump sum) for employees who have more than fifteen (15) years of PIC service;

FURTHER RESOLVED: In the event any question is raised as to whether an individual is an "employee" of the PIC entitled to benefits pursuant to this Resolution, the President shall make the final decision as to entitlement of benefits. The President may issue policies or rules, as the President deems necessary or advisable, to interpret and implement this Resolution.

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 14th day of July 2004.

Lynn L. Bunim, Chair of
Workforce Investment Board
And its
Executive Committee

July 14, 2004

Date

Cancellation Notice

The Executive Committee
Meeting scheduled for
July 14, 2004 has been
cancelled.

DOCUMENTS DEPT.

JUL 12 2004

SAN FRANCISCO
PUBLIC LIBRARY

The next meeting is
August 11, 2004
9:30 AM to 11:30 AM
33 Gough Street, Auditorium

Thank you for your attention to
this matter.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT

AUG - 6 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday August 11, 2004
Time: 9:30 a.m. to 11:30 a.m.
Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

(Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

Other accommodations

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Wednesday, August 4, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, AUGUST 11, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of Minutes from the Meetings held on May 12, 2004 and June 15, 2004
(*Action Item*)*
4. Presentation: First Source Hiring Administration Evaluation (Discussion Item)
5. Staff Recommendations (*Action Item*)*
 - A. Acceptance of Community Development Block grant (CDBG) Funds to Operate the Tax Credit Vouchering Project in PY 2004
 - B. Resolution: Extension of Supplemental Severance Benefits
 - C. Recommendation to Approve Jewish Home for the Aged Customized Training Proposal to Operate a Certified Nursing Assistant Training Program
6. Youth Council Recommendation (*Action Item*)*

Recommendations for PY04-06 Youth Service Request for Proposals Solicitation for Services to Youth Residing in the Bayview-Hunters Point, Oceanview-Merced-Ingleside, Sunnydale and Western Addition neighborhoods
7. Program Resources Committee Recommendation (*Action Item*)*

Recommendations for Federal Fiscal Year (FFY) 2004 Refugee Employment Social Services (RESS) and Targeted Assistance (TA) Formula Allocations and County Plan Goals
8. Committee Reports (Discussion Item)*
 - a. Finance Subcommittee
 - b. Employer Services Committee
 - c. One Stop Committee
 - d. Program Resources Committee
 - e. Youth Council
9. Chair's Report (Discussion Item)
10. President's Report (Discussion Item)
11. Public Testimony on Non-Agenda Items (Discussion Item)
12. Future Agenda Items (Discussion Item)
13. Adjournment (*Action Item*)

*Information enclosed.



PRIVATE INDUSTRY COUNCIL
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MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: JULY 14, 2004

FROM: PAMELA S. CALLOWAY, PRESIDENT

SUBJECT: ACCEPTANCE OF COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)
FUNDS TO OPERATE THE TAX CREDIT VOUCHERING PROJECT IN PY
2004 (Agenda Item 5A)

ACTION REQUESTED

The Executive Committee is asked to approve the acceptance of 2004 CDBG in the amount of \$70,000 to operate the Tax Credit Vouchering Project.

BACKGROUND

The Private Industry Council of San Francisco, Inc. has been receiving CDBG funds from the Mayors Office of Community Development since 1998 to operate the Tax Credit Vouchering Project.

This project is designed to provide employers with ease of access and technical assistance on various hiring tax credits available to San Francisco employers. The project provides a single point-of-contact through the Tax Credit hotline and website. It also serves as the portal for the City's sfbizinfo users to access tax credits and other workforce related information.

The PIC, Inc. issued over 12,000 tax credit vouchers from 1999 - 2003. This translates to over 12,000 jobs were filled by economically disadvantaged individuals as a result of the tax credits. Due to a number of unknown variables (eg. length of employment, hourly wage, etc.), it is difficult to determine the amount of tax credits San Francisco businesses received from the State during this period. If one uses the assumption that all of the 12,000 employees only worked for six months, and that they were paid the minimum wage, it is estimated that the total tax credit amounts to no less than 44 million dollars.

STAFF'S RECOMMENDATION

Without a doubt, this project is vital to the City's economic and workforce development efforts. Staff recommends that the Executive Committee adopt the acceptance of this grant, so that businesses and job seekers may continue to receive this valuable service.

Staff will be present at your August 11th meeting. If you have any questions prior to the meeting, please call Lucia Hughes 415-861-4002.



PRIVATE INDUSTRY COUNCIL
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EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, on or about June 17, 2002, the Executive Committee adopted a severance pay policy for persons employed with the PIC prior to February 1, 1995 who meet all conditions of the policy; and

WHEREAS, on or about January 14, 2004, the Executive Committee adopted a comprehensive memorandum of understanding "MOU" between the Private Industry Council of San Francisco, Inc. ("PIC") and the Service Employees International Union, Local 790 ("the Union") that provides for an additional severance benefit for persons covered under the MOU; and

WHEREAS, the Executive Committee desires to extend this additional severance benefit to other employees in the PIC;

RESOLVED: Employees with at least two (2) years of service, who are involuntarily laid off and who do not have bumping rights and are separated from the PIC (after good faith participation in any job opportunity programs offered by PIC), shall receive a severance payment in exchange for a release equivalent to two (2) weeks pay (lump sum) at the rate of salary at date of separation, or three weeks pay (lump sum) for employees who have more than fifteen (15) years of PIC service;

FURTHER RESOLVED: In the event any question is raised as to whether an individual is an "employee" of the PIC entitled to benefits pursuant to this Resolution, the President shall make the final decision as to entitlement of benefits. The President may issue policies or rules, as the President deems necessary or advisable, to interpret and implement this Resolution.

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 14th day of July 2004.

Lynn L. Bunim, Chair of
Workforce Investment Board
And its
Executive Committee

August 11, 2004

Date

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: AUGUST 4, 2004

FROM: PAMELA S. CALLOWAY, CHIEF OF STAFF

SUBJECT: RECOMMENDATION TO APPROVE JEWISH HOME FOR THE AGED
CUSTOMIZED TRAINING PROPOSAL TO OPERATE A CERTIFIED NURSING
ASSISTANT TRAINING PROGRAM (Agenda Item 5C)

ACTION REQUESTED

The Committee is asked to approve the Customized Training proposal of Jewish Home for the Aged (JHA) to operate a Certified Nursing Assistant (CNA) training program. The total cost of the training is proposed at \$224,679, and JHA is requesting funding in the amount of \$112,339 to train 30 new hires.

BACKGROUND

On April 11, 2003, the Executive Committee adopted the Customized Training policy recommendation by the Employer Services Committee. The intent of the Customized Training Program is to meet the special skills requirements of an employer or a group of employers. The training is typically provided by a third party trainer selected by the employer. The training is targeted for unemployed individuals or employed individuals who earn less than the self-sufficient wage as determined by the Board. The employer is required to cover at least 50% of the training cost and hire or retain those successfully complete the training.

On June 15, 2004 JHA and Jewish Vocational Services (JVS) jointly submitted a proposal to PIC for funding of a Customized Training project.

On June 23, 2004, staff presented the JVS/ JHA proposal at the Employer Services Committee meeting. Committee members reviewed the JHA customized training proposal for possible funding recommendation. At the time of the meeting, the proposed cost of the entire program was \$240,000 and funding requested was \$120,000. The project intends to train 30 individuals to become Certified Nursing Assistants. The proposed program design identified JVS as the provider of recruitment, case management, retention and placement services. JVS will also provide the job readiness skills training. Upon completion of the job readiness skills training, the participants will receive clinical skills training provided by JHA, the employer.

Due to the complexity of the program design and lack of detail on the program budget, committee members questioned the cost of the entire project, and evidence that the employer pays for at least half of the identified allowed training costs. Since the employer was not present at the meeting, and the training provider representatives from JVS did not have additional information to provide at that time, committee members made a consensus to approve the proposal for funding contingent on (1) 2003-2004 dollars be used to fund this project, (2) that the proponents provide staff with additional cost detail, which shows the

employer's share of allowable customized training cost, and (3) support the project in an amount not to exceed \$120,000.

On June 30, 2004, JVS provided staff with a one-page budget sheet outlining the training provider's and the employer's cost of each training related expense. The budget sheet indicated a slight reduction in the total cost of training and hence a reduction in the funding request from \$120,000 to \$112,339. Since the budget did not identify the breakdown of specific services, staff was reluctant to proceed with any recommendations until further clarifications from the proponents.

On July 14, 2004, staff met with JVS representatives to further discuss the JHA/JVS proposal. JVS representatives identified their portion of the services as recruitment and outreach, assessment, case management, job development, placement and job readiness training services. They identified the employer as the training provider of clinical skills and classroom training. It seems to staff that the services being provided by JVS fall into the realm of WIA Core and Intensive services, and the training services provided by JHA qualify as Customized Training services. Nevertheless, staff did not have enough information to make an informed funding recommendation, due to (1) the budget information did not provide a breakdown of cost of each service component, and (2) the budget did not specify the source of funds being used on the employer's behalf, as staff was advised that the employer will not providing the 50% match out of its own pocket. Staff advised JVS representatives to provide the additional information as soon as possible, so that staff can make recommendations to the Executive Committee on August 11, 2004.

On August 3, 2004, JVS provided staff with the requested budget information, including staff salary detail and breakdown of training costs versus those associated with the Core and Intensive (wrap-around) services.

FINDINGS

Based on staff's review of the proposal, staff made three significant findings that are inconsistent with the intent of the Customized Training policy and current practices:

(1) Allowable Customized Training Activities

The services being provided by JVS, namely recruitment, outreach, assessment, job readiness training, case management and placement are considered to be WIA Core and Intensive services as defined in Section 134 (d) and Section 134 (d)(3) of the Workforce Investment Act. Thus, these services are not considered to be reimbursable customized training activities or costs.

(2) Allowable Customized Training Cost

As indicated on the budget provided by JVS, the JHA portion of the cost consists of \$22,500 for space in addition to the allowable instructional cost, training materials and training fees. Staff strongly believes that Customized Training funds should not be used for cost that would be incurred by the employer in the normal course of conducting business should the customized training not occur. In other word, Customized Training funds will only be used to pay new cost generated by undertaking the Customized Training activities. Since the employer owns the building in which the training will take place, Customized Training funds should not be used to pay for the usage of the space, as it is a cost that would be incurred by the employer in the normal course of doing business.

(3) Commitment of the Employer

As indicated on the proposal, participants will be hired as employees of JHA at the start of the training, and they will be paid \$12.40 per hour in wages during the training period. JHA proposed to retain at least 20 successful completers of the program. Pursuant to the Customized Training policy #1, "Employer shall make a good faith effort to hire or advance trainee upon successful completion of training." Staff feels that the employer should make good faith effort to retain all those that successfully complete the training.

RECOMMENDATIONS

- (1) Staff recommends funding the Training services portion of the project in the amount of **\$72,304.50** using the unobligated 2003-2004 Customized Training funds. This amount covers all the training services that will be provided by JVS and JHA except the \$22,000 cost of JHA space, and
- (2) Funding the Core and Intensive services (also referenced by JVS as Support Services on the Customized Training Proposal Budget) portion of the project in the amount of **\$28,785.50** using carry-over 2003-2004 WIA Adult Title I funds originally set-aside for Customized Training consistent with the PIC WIA Adult solicitation conducted in April 2003.
- (3) Require the employer to make good faith effort in retaining all successful completers of the training.

Staff will be available at the meeting to answer any questions you may have. If you have any questions prior to the meeting, please contact Robert Schwab at 431-8700.

Attachments

JVS-Jewish Home Customized Training Proposal Budget

	Training Services	Support Services	Combined
JVS Salaries			
Program Coordinator/Job Readiness Instructor	19,987	19,987	39,974
Director of Training	3,290	3,290	6,580
Program Assistant	-	3,534	3,534
Outreach Coordinator	-	4,356	4,356
Employer Services Manager	-	3,000	3,000
Fringe at 25.65%	5,971	8,764	14,734
Total JVS Salaries	29,248	42,931	72,178
Jewish Home Salaries			
Director of Nursing	6,800	-	6,800
Nursing Instructor	30,000	-	30,000
Clinical Supervisors	16,400	-	16,400
Accounting and Administration	2,600	-	2,600
Fringe at 31.7%	17,700	-	17,700
Total Jewish Home Salaries	72,500	-	73,500
JVS Other Direct Expenses			
Program Supplies	3,000	-	3,000
Staff Travel	270	270	540
Client Outreach	-	600	600
Rent	3,387	4,971	8,358
Office Supplies, including Computer Supplies	498	730	1,228
Reproduction	239	351	590
Telephone	227	333	560
Postage & Delivery	81	119	200
Total JVS Other Direct Expenses	7,701	7,374	15,076
Jewish Home Other Direct Expenses			
Fingerprinting	600	-	600
Physical	1,800	-	1,800
TB screening	900	-	900
DHS application	1,410	-	1,410
American Red Cross	2,550	-	2,550
Textbooks	1,350	-	1,350
Reference checks	450	-	450
Other program supplies	600	-	600
Space	22,500	-	22,500
Total Jewish Home Other Direct Expenses	32,160	-	32,160
JVS Administrative Costs	5,481	7,265	12,746
Jewish Home Administrative Costs	19,019	-	19,019
Total JVS Costs	42,430	57,571	100,000
Total Jewish Home Costs	124,679	-	124,679
Total Program Costs	167,109	57,571	224,679



PRIVATE INDUSTRY COUNCIL
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CUSTOMIZED TRAINING PROPOSAL

I. EMPLOYER INFORMATION (To be completed by Employer):

Company: Jewish Home Telephone #: 415/469-2210
Address: 302 Silver Avenue Training Site Address (If Different):
San Francisco, CA 94112

Name & Title of Contact Person: Sandra Simon, Administrator
Individual(s) Authorized to Sign Invoices: Sandra Simon, Administrator
Number of full-time employees: 570 Incorporated: YES [X] NO []

II. TRAINING PROVIDER INFORMATION (To be completed by Training Provider):

Organization: Jewish Vocational Service/Jewish Home Telephone #: 415/391-3600
Address: 225 Bush Street, Suite 400, San Francisco, CA 94104 and as above
Name & Title of Contact Person: Jim Torrens, Director of Training
Federal Employer Identification Number: _____
State Identification Number: _____
Workers' Compensation Policy Carrier: State Compensation Insurance Fund
Workers' Compensation Policy No.: 1722387 Expiration Date: January 1, 2005
PIC's Eligible Training Provider Lists (ETPL) Number (if applicable) N/A

III. INSTRUCTOR'S QUALIFICATION (To be completed by Training Provider):

Name & Title of Instructor: Lead Instructor: Elaine Sugitan, RN
Instructor: vacant – RN required
Job Readiness Instructor: Yolanda Silva

Years of Relevant Experience: Please see instructor resumes, attached.

Does he/she have a teaching certificate or other credential (if yes, please attach a copy)? Please see attached resumes for credentials.

References: Please attach at least two clients for which comparable training was performed by you.

Sonia Nikazy
(415) 648-6725

Joshua Espino
(415) 468-6703

Joanne Balderama
(415) 252-7323

IV. TRAINING PROGRAM DATA (To be completed by Employer and Training Provider): (use an attached sheet is necessary)

A	B	C	D
Trainee Name (For Current Employee)	Participant(s) Job Title (For Current Employee)	Pre-Training Wage	Post Training Title
N/A	N/A	N/A	Certified Nursing Assistant

(a) Recruitment:

Do you need help in the recruitment of trainees? NO

If so, how many trainees do you need to recruit? _____

(b) Qualification:

Do you have an employee minimum qualification skill set? This would be a set of expected employee skills such as literacy and fluency in English, appropriate grooming skills, and the like.

☒ **Yes (See Certified Nursing Assistant job description, attached.)**

☐ No

Would you like PIC to provide one for you?

☐ Yes

☒ **No**

V. TRAINING COST (To be completed by Training Provider):

Complete and attach forms CTP 100 and CTP 222, as this will constitute your PIC invoice upon acceptance of proposal.

	Cost
A. INSTRUCTIONAL COST	\$231,390
B. TRAINING MATERIALS	\$1,350
C. TRAINING FEES	\$7,260
TOTAL	\$240,000

VI. ORGANIZED LABOR CONCURRENCE:

Concurrence Given By: N/A

NAME OF UNION REPRESENTATIVE

Title: _____

Date: _____

VII. TRAINING OUTLINE (to be completed by Employer and Training Provider)

OES JOB TITLE: Nursing Aides, Orderlies, and Attendants OES #: 31-1012

EMPLOYER'S TITLE FOR THIS JOB: Certified Nursing Assistant

To Be Completed By the Training Provider

Include a detailed outline of training to be provided, tasks to be learned, and approximate hours of training required for each task.

Job readiness pre-course

JVS will offer a 12-hour Job Readiness pre-course that will focus on organizational skills and other "soft" skills students may need assistance with prior to working in a structured, health care environment. JVS will facilitate this training and will utilize curricular materials developed with input from the Jewish Home to ensure that this training offers students the best chance to succeed as CNAs.

CNA training

The Jewish Home will provide curriculum, instructors, and classroom space for the CNA training. We propose two cycles of training, which would run September – November 2004 and March – May 2005.

Under the existing and proven training model, the Jewish Home hires trainees prior to the start of training and pays them a wage based on entry-level CNA wages. We propose an On-the-Job-Training component whereby the Jewish Home will then be reimbursed for half of those wages.

Training consists of an eight-week, full-time state-approved curriculum covering the following topics:

- a) Rehabilitation Care, including assisting patient to walk (4 hours)
- b) Emergency Procedures, including Heimlich, applying restraints, applying supports (3 hours)
- c) Patient Care Skills, including personal hygiene, bowel and bladder retraining (54 hours)
- d) Vital Signs, including pulse, respiration, temperature, blood pressure (6 hours)
- e) Measuring, including output and intake (1 hour)
- f) Nutrition, including use of feeding assistance devices (6 hours)
- g) Observation and charting (6 hours)
- h) Resident Care Procedure, including collection and identifying specimens, administering enemas and suppositories, care of residents with tubing (20 hours)
- i) Medical and Surgical Asepsis, including proper hand washing and universal precautions (8 hours)
- j) Body Mechanics, including moving helpless residents, positioning the resident, transfer from wheelchair to bed and back (5 hours)
- k) Residents Rights, including privacy curtains, keeping records confidential (2 hours)
- l) Theory, Introduction to lay term care, working environments, special needs of elderly, basic nursing care, anatomy and physiology (110 hours)
- m) Skills Lab, Vital signs, ambulation, transfer technique, bed making (91 hours)

JVS will provide ongoing support for students during their training. This support may include tutoring, assistance with childcare and transportation, and referral to other supportive services.

To Be Completed By the Employer

Provide a thorough description of the job skills for which training is being requested.

Please refer to training program outline, above, and job description, attached.

To Be Completed By the Employer

- (1) How would you define successful completion of training program? Please be specific, as this definition will be used to evaluate success of training program and the participants' suitability for post training placement/ advancement.

Over the course of the program, students will be administered daily tests addressing each day's subject matter (see Training Outline, above). To successfully complete, students may not fail more than seven of these tests over the entire 8-week training period.

In addition, strict attendance, particularly during clinicals, is required. To successfully complete, students may not miss more than eight of 100 hours of clinical practice time over the course of the training period.

The ultimate measure of whether participants have successfully completed the program is a final exam, based on the State of California's Certified Nursing Assistant exam and including both theoretical and practical components covering the topics described in the Training Outline, above. To successfully complete the program, each participant must receive a passing grade on this exam.

For more detail, please see Criteria For Successful Completion of the Pre-Certification Program, attached.

- (2) Do you have an assessment tool to assess trainee's skills attainment? ☒ **Yes**
☐ **No**
If yes, please attach.

Over the course of the training period, staff are continuously assessing participants' skills attainment, as described immediately above.

Ultimately, however, all trainees must pass the State of California Department of Health Services written and practical examination to obtain a certificate as a Certified Nursing Assistant before hire. This is the primary, externally valid measure of skills attainment.

- (3) Please detail the number and type of positions that you plan to open, or the number of employees and type of positions that you plan to advance upon successful completion of the training.

The Jewish Home has ongoing need for well-trained Certified Nursing Assistants. In the coming year, the Jewish Home expects to hire at least 20 new CNAs (and likely more), all of them successful completers of the CNA training program. In the event that insufficient openings are available at the time of training completion, however, successful training completers who are not hired by the Jewish Home should have little difficulty finding CNA jobs with other local employers in need.

EMPLOYER ASSURANCES

As a condition of the Customized Training Agreement, the Employer must:

1. Identify customized training program participants.
2. Make good faith effort to hire or advance trainee(s) at the successful completion of the training within 30 calendar days. Advancement must take the form of wage increase, work hour increase, benefit increase or a combination of all three.
3. For the training of existing employees, provide the participants with an increase in benefits or earnings, *and* a greater potential for career advancement when compared with those received prior to their training.
4. Insure all trainees are not currently earning a self-sufficient wage that has been determined by the Local Board as \$15.08 per hour or \$2,652.75 per month. Providing supporting documentation such as salary records, W-2 forms or the like will satisfy this.
5. Fully complete Training Outline.
6. Pay at least 50% of the training cost plus any agreed upon administrative costs.
7. Make payment of the Employer Contribution to the PIC in two installments; 50% upon signing of the agreement, and the balance upon completion of the training program *regardless* of trainee(s)' training performance outcome.
8. Provide periodic data to PIC for monitoring review and continuous improvement purposes.

PIC ASSURANCES

As a condition of the Customized Training Agreement, the PIC will:

1. Administer the customized training funds.
2. Monitor the training provider's performance.
3. Facilitate communication between the employer and the training provider.
4. Report monthly, quarterly and annual program outcomes as needed for the Employer, the Training Provider and the WIB Employer Services Committee.
5. Provide trainee's eligibility certification.
6. Provide authorization of enrollment subject to the Employer's selection.
7. Retain license or title to intellectual, personal, and real property produced or purchased under the agreement.
8. Approve Employer's successful completion criteria.

TRAINING PROVIDER ASSURANCES

As a condition of the Customized Training Agreement, the Training Provider must:

1. Comply with all provisions of state and federal equal opportunity and nondiscrimination laws including but not limited to: Title VI and VII of the Civil Rights Act of 1964, as amended; the Age Discrimination Act of 1975, as amended; Sections 503 and 504 of the Rehabilitation Act of 1973; and the Americans with Disabilities Act of 1990.
2. Not exclude from participation in, deny the benefits of, subject to discrimination by, or deny employment in the administration or any program or activity any individual because of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
3. Comply with the child labor provisions of the Fair Labor Standards Act (FLSA.)
4. Comply with provisions that limit the use of funds for political activities.
5. Disclose lobbying activities pursuant to 31 USC 1352.
6. Establish safeguards to prohibit employees from using their positions for a purpose that is or appears to be for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
7. Maintain of appropriate standards of health and safety in work and training.
8. Comply with the required provision of workers' compensation protection to participants in customized training, at the same level and to the same extent as other employees of the employers who are covered by a state or industry workers' compensation statutes; and provision of workers' compensation insurance or medical and accident insurance for injury or disease resulting from their participation.
9. Insure the program has adequate administrative controls, personnel standards, evaluation procedures, availability of in-service training and other policies as may be necessary to promote the effective use of the subcontract funds.
10. Insure all of the training provider's employees and all of its subcontractors (if applicable) will act professionally and will comply with all requirements of the federal Privacy Act, all pertinent requirements of California State law (specifically, section 1798.55 of its Civil Code, section 10850 of its Health and Welfare Institutions Code, section 501 of its Penal Code, and section 2111 of its Unemployment Insurance Code), all pertinent requirements of the San Francisco Administrative Code, agreements which the PIC has entered into with agencies of the Federal, State of California, and City and County of San Francisco governments and the PIC's policies and procedures in treating all particularized information on individual employers and participants confidentially, sharing such information only with other authorized persons or organizations, and formally requesting written authorization from the PIC before releasing such information in specific circumstances where the applicability of any of these requirements might be unclear.
11. Comply with the provisions of the Fair Employment and Housing Act (Govt. Code, Section 12900 et seq.) the regulations promulgated thereunder (California Administrative Code, Title 2, Section 285.0 et seq.) the provisions of Article 9.5, Chapter 1, Part 1, Division 11135 – 11139.5) and the regulations or standards implement such article.
12. Understand that it may be subject to the examination and audit of the Auditor General for a period of three years after final payment under the subcontract (Govt. Code Section 10532.)
13. Certify that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal debarment or agency [Executive Order 12549, Debarment, and Suspension, 29 CFR Part 98, Section 98.510, Participants' Responsibilities.]
14. Provide occupational skills training as subcontracted.
15. Assist the employer and employee with job retention services when necessary.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: WISF EXECUTIVE COMMITTEE MEMBERS **DATE:** JULY 29, 2004

FROM: ANN COCHORANE, YOUTH COUNCIL CHAIR

SUBJECT: RECOMMENDATIONS FOR WIA TITLE 1B YOUTH SERVICE SUBCONTRACTORS FOR PROGRAM YEAR 2004-2005 (Agenda Item 6)

ACTION REQUESTED

The Youth Council recommends option A regarding supplemental WIA Title 1B (Formula) funds for Program Year 2004-2005 in the amount of \$265,000 for consideration by the Executive Committee. This recommendation is contingent on the continuing availability of WIA Title 1B youth funds in an amount necessary to meet current and future needs and obligations.

BACKGROUND

On June 16, 2004 the Workforce Investment San Francisco (WISF) Board ratified the May 27, 2004 Youth Council action to award WIA 1B youth funding to nineteen (19) subcontractors resulting from a Request for Proposals (RFP) issued on February 27, 2003, and to issue a new solicitation for youth services to be funded with \$265,000 previously set aside for One Stop support and capacity building activities. On June 17, 2004 the Youth Council adopted a youth services solicitation framework including calendar, program requirements, program eligibility, performance measures and solicitation criteria for Workforce Investment Act (WIA) Title 1B dollars targeted to youth residing in Bayview-Hunters Point (BVHP), Oceanview Merced and Ingleside (OMI), Sunnydale and Western Addition. On June 22, 2004, the PIC issued an RFP. The solicitation will cover a period up to three years beginning with the execution of the first agreement resulting from the solicitation.

SOLICITATION METHODOLOGY

An RFP was issued on June 22, 2004 and a bidders conference was conducted on July 1, 2004. Proposals required a detailed program description and budget to serve an identified number of youth (consistent with the program design and program elements requirements of WIA), and were due July 14, 2004. A selected proposal will result in a cost reimbursement subcontract.

Proponents were encouraged to address the Youth Council's strategic priorities and supportive strategies, detail how they would reach and effectively serve youth in the targeted neighborhoods, provide evidence of past performance, as well as describe how youth development principles will be incorporated in their programs.

SOLICITATION RESPONSE

Request for Proposal (RFP) 11 proposals received
11 proposals reviewed

Total amount requested \$1, 322,530

Refer to Table I for a list of all proposals reviewed.

REVIEW PROCESS FOR PROPOSALS

A diverse panel of reviewers was appointed to review proposals. These individuals included representatives of the Department of Human Services (2), the Bayview-Hunters Point Foundation, PIC's YO!SF Program and the Japanese Community Youth Council's Youth Works Program. A PIC youth services Contract Administrator was assigned to each team to assist in the review process, but did not score proposals.

The 11 proposals were divided into two groups based on the order in which they were received and assigned to three reviewers who scored the applications according to the selection criteria and weights adopted by the Youth Council. The review team met to aggregate proposal scores, averages were calculated for each criteria and a sum of the averages was determined. Proposals were then sorted by their average score.

Table I lists all proponents in descending order by average score. Average proposal scores were totaled and percentages of individual scores to the total of all average scores were calculated. This average was multiplied by the total amount available to determine individual funding amounts. Option A executes this methodology for the proponents with the highest three scores. Option B executes this methodology for the proponents with the highest five scores, and Option C executes this methodology for all proponents.

STRATEGIC CONSIDERATIONS

Every effort was made to maximize the return on the dollar amount recommended based on the quality of the program as described in the proposal, the cost per youth served and the geographic and priority population distribution. Option A includes the three highest scoring proponents with very close scores. This option results in funding amounts that are viable for the services expectations and complexity of a WIA-funded program. An average score break appears between those included in Option A and the two additional proponents included in Option B. Option B reduces individual funding awards but does increase the total projected service level. There is an even larger average score break between proponents included in Option B so those included in Option C. The break between Option B and C also represents a point of diminishing returns when considering total number of youth served. Finally, the Youth Council should consider the administrative and opportunity cost associated with a large number of subcontractors. With 19 subcontracts already approved (10 of whom are new) and with fixed administrative resources, staff ability to provide a consistently high level of contract administration, performance management and technical assistance will be diminished with a larger number of subcontractors.

RECOMMENDATION

The Youth Council recommends option A regarding supplemental WIA Title 1B (Formula) funds for Program Year 2004-2005 in the amount of \$265,000 for consideration by the Executive Committee. This recommendation is contingent on the continuing availability of WIA Title 1B youth funds in an amount necessary to meet current and future needs and obligations.

Attachment

**PIC STAFF RECOMMENDATIONS
SUPPLEMENTAL WIA 1B FORMULA YOUTH PROGRAMS
August 16, 2004 - June 30, 2005**

Proposal #	PROPOSER NAME	Proposed Amount Requested	Proposed Service Level	Proposed Cost Per Youth	Proposed Targeted Neighborhood(s): BVHP-Bayview, OMI-Ocean/ Merced/Ingleside Western Addition & Sunnydale	SCORE	OPTION A			OPTION B			OPTION C		
							Multiplier	Total Recommended Amount PY 04/05	PY 04/05 - Recommended Service Level	Multiplier	Total Recommended Amount PY 04/05	PY 04/05 - Recommended Service Level	Multiplier	Total Recommended Amount PY 04/05	PY 04/05 - Recommended Service Level
11	Ingleside Community Center	\$70,949	20	\$3,547	OMI	81.72	0.335385	\$70,949	24	0.207508	\$54,990	18	0.108876	\$28,852	10
8	Youth Chance H.S., Embarcadero YMCA	\$122,802	25	\$4,912	ALL FOUR	81.43	0.334223	\$97,585	26	0.206789	\$54,799	14	0.108498	\$28,752	8
1	Young Scholars Program	\$134,583	83	\$1,621	BVHP	80.50	0.330392	\$96,466	59	0.204418	\$54,171	33	0.107255	\$28,422	18
9	Asian Neighborhood Design *	\$150,000	30	\$5,000	ALL FOUR	77.88				0.197774	\$52,410	11	0.103768	\$27,499	5
10	Family Restoration House	\$103,294	119	\$868	BVHP	72.27				0.183511	\$48,630	56	0.096285	\$25,516	29
2	Inner City Youths	\$56,063	30	\$1,869	OMI	66.50							0.088602	\$23,479	13
3	Young Community Developers	\$262,045	40	\$6,551	ALL FOUR	63.83							0.085049	\$22,538	4
5	Arab Cultural and Community Center	\$66,000	60	\$1,100	OMI	63.67							0.084827	\$22,479	20
4	Northern California Service League	\$89,326	22	\$4,060	ALL FOUR	62.50							0.083272	\$22,067	5
6	Urban Services YMCA/BVHP Community Beacon	\$217,468	75	\$2,900	BVHP	53.67							0.071503	\$18,948	7
7	Infusion-One	\$50,000	25	\$2,000	BVHP	46.58							0.062066	\$16,447	8

\$1,322,530 529 \$2,500 243.65

\$265,000 109 393.80 \$265,000 133 750.55 \$265,000 127

AND - Awarded funds through the February 27, 2004 RFP in the amount of \$81,303

FINAL SERVICE LEVELS WILL BE NEGOTIATED

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE **DATE:** AUGUST 3, 2004

FROM: TRENT RHORER, PROGRAM RESOURCES COMMITTEE (PRC) CHAIR

SUBJECT: PRC RECOMMENDATIONS FOR FEDERAL FISCAL YEAR (FFY) 2004 REFUGEE EMPLOYMENT SOCIAL SERVICES (RESS) AND TARGETED ASSISTANCE (TA) FORMULA ALLOCATIONS AND COUNTY PLAN GOALS (AGENDA ITEM #7)

Action Requested

The Executive Committee is asked to approve an expenditure plan for FFY 2004 formula TA and RESS funds and 2004 County Refugee Plan goals.

Funds Available

The total amount of funds available for these recommendations is **\$329,913**. The total amount of funds requested was \$434,861. When the RFP was issued, the total preliminary amount of funds available for services was \$322,134. Since then, final allocations were received.

Background

The PRC met today, solicited public testimony, reviewed and approved staff's recommendations, and is forwarding the PRC recommendations to you for your approval.

Four proposals from four organizations were received by the July 6 deadline in response to PIC's Request For Proposals (RFP) issued June 8, 2004. Each proposal was read and scored by two members of the review Task Force.

Funding Recommendations

Two tables are attached:

- Table 1 presents the recommended funding scenario. The Table displays each of the proposals sorted by activity and includes requested funding amounts, preliminary funding amounts for FFY 2003, current funding levels, and initial recommendations for FFY 2004 funds. The service levels for those proponents recommended for funding have been adjusted based on the dollar amount being recommended. The recommended placements are based on the proposed placement rate submitted by each proponent.
- Table 2 displays the point scores for each of the proposals sorted by activity.

The funding recommendations on Table 1 include 16% of the services funds for the Central Intake Point (CIP), 76% for Employment Services, and 8% for supportive services/participant fast passes. Refugees and asylees needing vocational training or on-the-job training (OJT) will have to have it subsidized with other funds, such as Workforce Investment Act (WIA), welfare to work, H1-B, or other funds that are in San Francisco's workforce development system.

CIP

The International Rescue Committee (IRC) is recommended for funding to operate the CIP. There was no competition for this activity. The funds recommended for the CIP are reduced from the current dollar amount. The CIP includes mandatory services (intake, assessment, referral, tracking, etc.) that need to be adequately funded so the CIP can maintain language capacity and competency to assist any refugee or asylee seeking services.

ES

Two of the three employment services proposals are recommended for funding: Catholic Charities CYO (CCCYO) and Jewish Vocational Service (JVS). The African Immigrant & Refugee Resource Center (AIRRC) is not recommended for funding.

CCCYO and JVS have demonstrated the ability to competently perform, meet their obligations, and be accountable. They have served and are continuing to serve the refugee and asylee communities well.

The PRC has directed staff to explore capacity building resources for AIRRC, and to consider the AIRRC proposal again when carry forward funds become available.

Recommendations for County Plan Goals

The following table contains the State-approved FY 2003 goals and proposed FY 2004 goals. The goals are estimates based upon historical performance data and current economic conditions. Definitions for the measures are listed below the table. An adjustment is suggested for cash aid reductions and terminations to more closely correspond with aid type [Refugee Cash Assistance (RCA)/TANF]. Historically, we have served a larger number of RCA cases as these clients are required to enroll in the refugee-funded programs, and when they obtain employment, they usually have their aid terminated rather than reduced. We are also recommending raising the average hourly wage goal to match the wage solicited in the RFP in order to aid refugees and asylees in their quest for self-sufficiency. We also recommend raising the 90-Day Employment Retention Rate, as last year we exceeded our goal.

	FY 2003	FY 2004
Employment Entry Rate	57%	57%
Cash Assistance Termination Rate	67%	80%
Cash Assistance Reduction Rate	33%	20%
Average Hourly Wage	\$10.00	\$10.51
Employment Retention Rate (90 days)	75%	80%
Entered Employment with Health Benefits Rate	75%	75%

The County Plan will also have to be approved by the Board of Supervisors and the California Department of Social Services' Refugee Programs Bureau.

Attachment

cc: Refugee Proponents
Bunny Furlo, CDSS
PIC, DHS Staff

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD

DOCUMENTS DEPT.

SEP - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday, September 15, 2004
Time: 9:30 a.m. to 11:30 a.m.
Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

09-09-04A09:13 RCVD

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE

(Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

Other accommodations

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Wednesday, September 8, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, SEPTEMBER 15, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of Minutes from the Meeting held on August 11, 2004 (*Action Item*)*
4. Presentation by Kevin Stange: *San Francisco's Aging Workforce* (Discussion Item)*
5. Program Resources Committee Recommendation (*Action Item*)*
Recommendations for Year 9 of the Homeless Employment Collaborative
6. Committee Reports (Discussion Item)
 - a. Finance Subcommittee
 - b. Employer Services Committee
 - c. One Stop Committee
 - d. Program Resources Committee
 - e. Youth Council
7. Chair's Report (Discussion Item)
8. President's Report (Discussion Item)
9. Public Testimony on Non-Agenda Items (Discussion Item)
10. Future Agenda Items (Discussion Item)
11. Adjournment (*Action Item*)

*Information enclosed.

Research Brief:

San Francisco's Aging Workforce

July 2004

Executive Summary

This report summarizes the impact of workforce aging on the availability of skilled workers in various occupations in San Francisco. It aims to provide local policy-makers and employers with an appreciation of the impact that aging will have on the ability of the city (and specific organizations) to meet its (and their) future workforce needs. The report also provides recommendations for navigating this difficult, yet inevitable, demographic shift.

Summary of Findings

- Older San Franciscans will be the fastest growing age group over the next twenty years and approximately 13% of San Francisco's workforce was 55 or older at the time of the last census – and will reach retirement age by 2010.
- The aging of the workforce will be particularly acute in education and health care:
 - School administrators, elementary, middle school, secondary school, and special education teachers tend to be older than average, and the small number of young teaching assistants will be problematic if not addressed.
 - Advanced health care occupations such as medical service managers, registered nurses, clinical lab techs, and LVNs also have older workforces, but the many young medical assistants and health support techs should provide relief if workers can advance from these more entry-level occupations.
- Workers in information technology and hospitality are relatively young – even in highly skilled occupations – and the abundance of young workers in entry-level jobs should more than fill any openings arising from retirement.
- The office administration, building trades, and social service sectors could experience worker shortages from the near-term retirement of some of their more advanced workers if younger workers in these fields are not recruited and trained to advance.

Workforce Development Policy Responses

1. Young worker attraction, particularly to education and health careers
2. Career advancement encouragement
3. Continued support for immigrant integration

Responses for Individual Employers

1. Characterize the age distribution of your organization's workforce
2. Expand education and internal promotion opportunities for young workers
3. Create an engaging workplace in order to improve recruitment and retention
4. Implement flexible work arrangements to enable older employees to work longer
5. Redefine pension plans to provide incentives for older employees to remain on the job

Research Briefs are released periodically (often quarterly) by WISF to inform the City's workforce and economic development community about short- and long-term developments in San Francisco's economy and labor market. This and other research related to San Francisco's labor market, workforce development system, and economy can be found at <http://www.picsf.org/research/research.htm>.

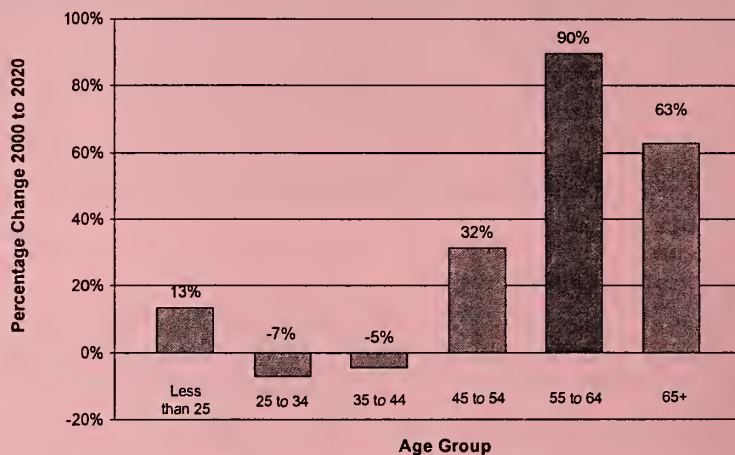
This report was written by Kevin Stange, Labor Market Research Analyst, who can be reached at kevin_stange@yahoo.com.

13% of San Francisco's Workforce in Nearing Retirement Age

It is no secret that the nation's workforce will age substantially over the next two decades as the baby boom generation born between 1946 and 1964 reaches retirement age. In fact, the fastest growing age groups in the Bay Area over the next twenty years will those 55 and older. The Bay Area is not unique: according to the Public Policy Institute of California,¹ this trend reflects the baby boom, migration, and mortality changes affecting all of California and the US.

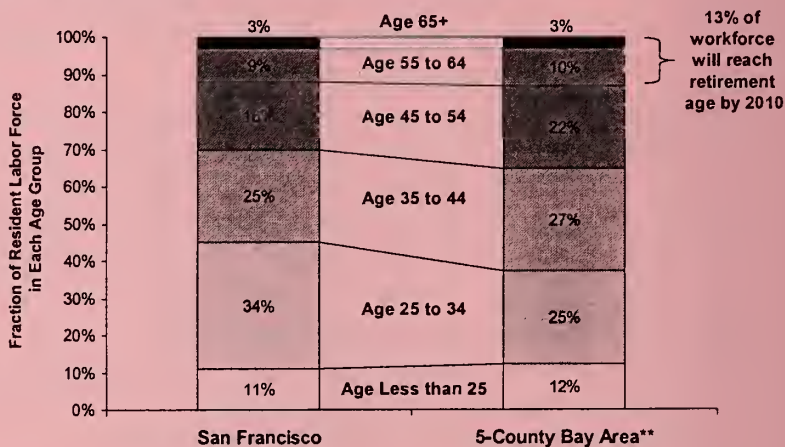
The effects of this demographic inevitability will be far-reaching. Fewer workers and more retirees will place severe pressure on Social Security finances. The aging population will have greater medical demands, straining states' Medicare budgets and exacerbating an existing shortage of qualified nurses. This report narrowly focuses on one of these specific impacts: the aging of San Francisco's workforce is sure to have a bearing on the availability of trained workers in specific occupations for years to come.

Figure 1: Percentage Change in Population 2000 to 2020
5-County Bay Area*



* Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's calculations from data obtained from California Department of Finance

Figure 2: Age Distribution of Resident Labor Force*
2000



13% of workforce will reach retirement age by 2010

* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

As shown in Figure 2, 12% of San Francisco's current resident labor force will reach retirement age (65 years old) by 2010. Though the City of San Francisco tends to have more young workers and fewer middle-aged ones, the number of short-term retirees is

¹ Tafoya, Sonya M. and Hans P. Johnson (2000). "Greying in the Golden State: Demographic and Economic Trends of Older Californians," *California Counts: Population Trends and Profiles*. Volume 2, Number 2. Public Policy Institute of California. San Francisco, CA. November 2000.

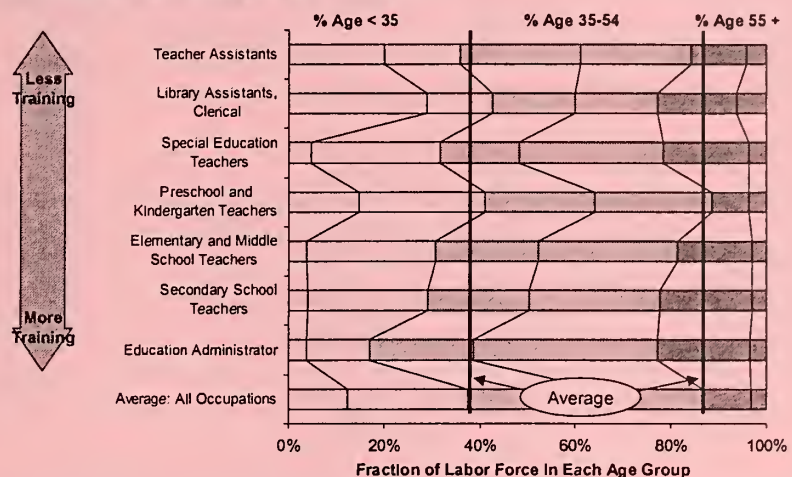
roughly the same as for the broader 5-county San Francisco Bay Area.² At the latest census, 13% of current workers in Alameda, Contra Costa, Marin, San Mateo, and San Francisco counties were at least 55 years old and will reach retirement age by 2010. Replacing this retiring talent pool will not be easy, but one necessary step is to identify the occupations most likely to be impacted by these trends. That is the task undertaken by this report. Readers should couple the information contained herein with evidence on the future demand for specific occupations to form a comprehensive picture of the likely impacts of the aging workforce.

Education and Health Care

Much attention has been paid nationally to the aging of workers in the Education and Health fields and census evidence suggests that this is an important issue for the San Francisco Bay Area as well.

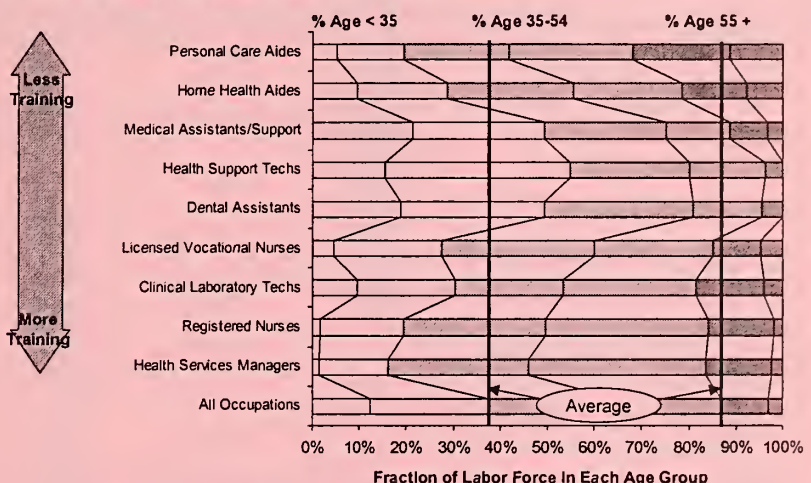
Figure 3 displays the age distribution of various occupations in San Francisco's Education sector.³ With few exceptions, workers in almost all education-related occupations tend to be older than average. More than twenty percent of

Figure 3: Age Distribution of Education Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

Figure 4: Age Distribution of Health Care Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

² Since the City of San Francisco draws nearly half its daily workforce from these surrounding communities, the remainder of this report utilizes this broader 5-county view of San Francisco's workforce.

³ Each horizontal bar in Figures 3 through 9 provides a visual depiction of the age distribution in the 5-county Bay Area for a specific occupation. The lightest (leftmost) color represents the fraction of workers in the given occupation that are less than 35 years old, the medium-colored section represents the fraction between 35 and 54 years old, and the darkest (rightmost) is the fraction of workers 55 years or older. The bottom bar on each graph is the average age distribution for all occupations in the 5-county area and the dark vertical lines indicate the average split between the three age categories for all occupations. "Younger" occupations are shifted to the right of these vertical lines, whereas "older" occupations are shifted to the left. The occupations are also roughly arranged from least skilled (top) to most skilled (bottom) within each

education administrators and elementary and secondary school teachers will reach retirement age by 2010 and many more will shortly thereafter.

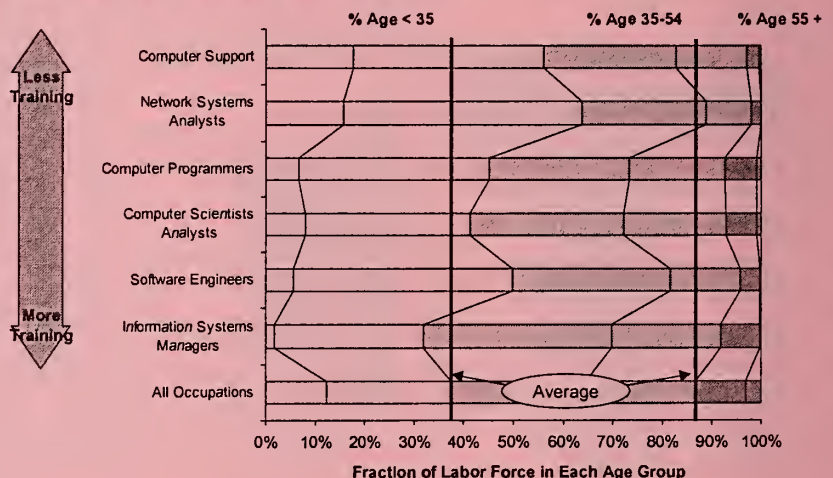
Most worrisome, entry-level educators such as teaching assistants and library assistants are not much younger than average. Without an adequate supply of young educators in the pipeline, school districts will have difficulty filling the openings arising from baby boom retirees. Advancing current teaching assistants to full-time teachers is necessary but not enough – recruiting new young educators is also critical.

A slightly different picture emerges for the Health Care sector, as shown in Figure 4. Like education, many highly skilled and experienced health care workers – such as health service managers, registered nurses, clinical laboratory technicians, and licensed vocational nurses – are older than average and many are nearing retirement. Unlike in education, however, entry-level health occupations appear to have many young workers. Medical assistants, health support technicians, and dental assistants tend to be quite a bit younger than average. Promoting the advancement of entry-level health care workers to more highly-skilled jobs should be one major response of San Francisco's workforce policy to the aging of its health care workforce.

Information Technology and Hospitality: Young and Staying Young

In contrast to Education and Health Care, San Francisco's Information Technology and Hospitality sectors are young throughout the occupational pipeline. Only the most senior positions – IT department managers and hotel managers – have age structures that are not younger than average. A strong pipeline of younger workers should mitigate any direct effects of workforce aging on these two sectors.

Figure 5: Age Distribution of IT Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

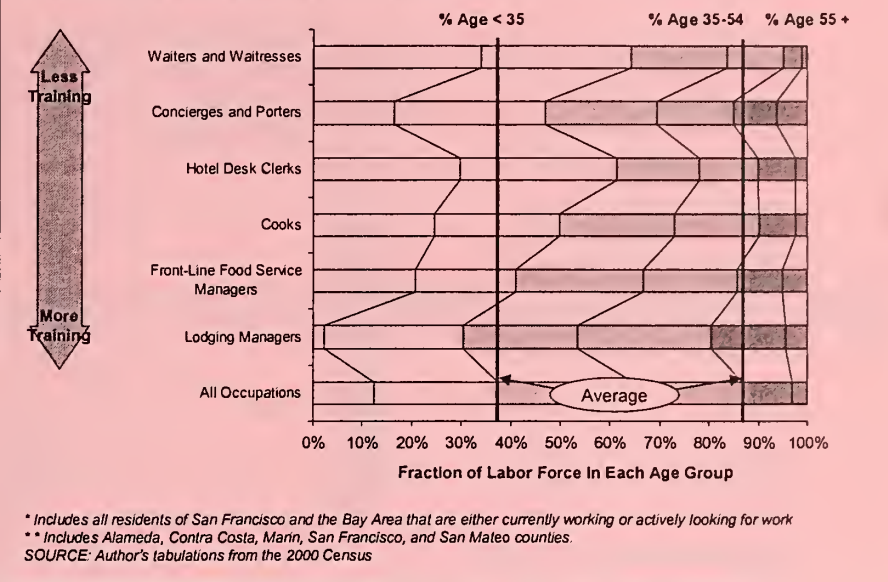
Information Technology is San Francisco's newest major employment sector. Its emergence over the past decade – especially during the boom of the late 1990's – attracted younger, more technology-savvy workers than other sectors. Young workers were drawn to the industry's rejection of traditional office formality, and by the high price paid for their newly minted computer skills. Many recent high school and college graduates over the past ten years found work in computer support, network administration, programming, and software engineering. As a result of this youth influx, these occupations will likely remain much younger than average. In fact, only 8% of IT

broad sector, and thus represent potential steps in a career ladder within a sector. By looking across all these occupations, a sector can assess the adequacy of its workforce "pipeline."

managers are approaching retirement age; most are between the ages of 35 and 54. Consequently, the IT sector will remain relatively immune from the direct effects of workforce aging, at least for the foreseeable future.

The culture and work environment of the Hospitality industry also tends to attract younger workers. Only hotel managers are older than average – about 20% will reach retirement age by 2010. Food service managers, desk clerks, and concierges are all younger than average, providing ample talent for future hospitality management positions if employer-provided training provides workers with the skills needed to advance.

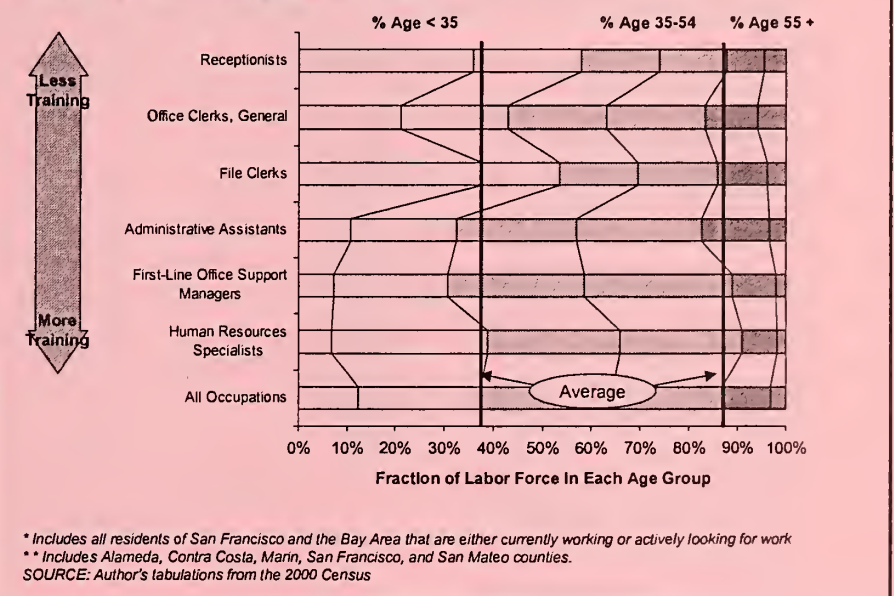
Figure 6: Age Distribution of Hospitality Workforce*
5-County Bay Area** Resident Labor Force, 2000



Office Administration: Many Young Workers Seeking Advancement

San Francisco's general office administration sector should also be able to weather the impending retirement boom if entry-level workers' advancement is made a priority. Office managers and administrative assistants tend to be slightly older than average but the steady flow of young workers into receptionist, office clerk, and file clerk positions should replenish retirees if these young workers can be retained, trained, and advanced to more highly skilled positions.

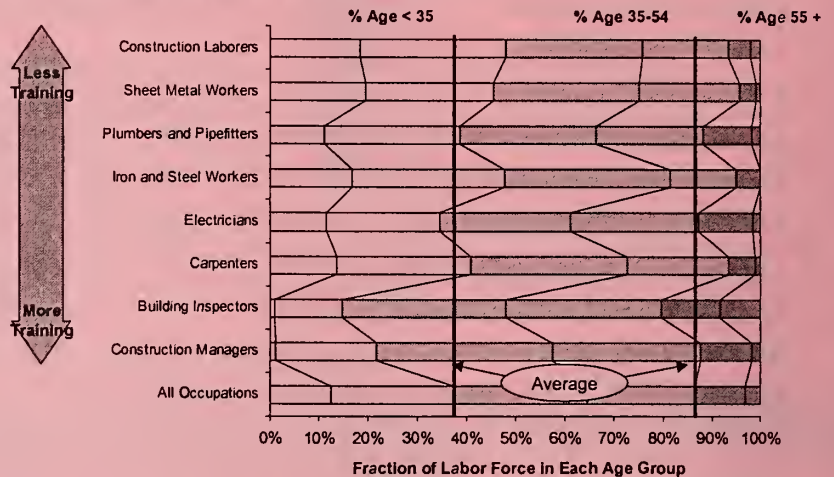
Figure 7: Age Distribution of Office Administration Workforce*
5-County Bay Area** Resident Labor Force, 2000



Building Trades: Robust Pipeline, but Closer Look Needed

Most of the building trades have the same approximate age distribution as the Bay Area average, indicating a fairly retirement-robust workforce. Future needs for building inspectors and construction managers, for instance, could probably be met from existing tradesmen ranks. Unfortunately, this analysis masks differences across experience levels for a given occupation. That is, journey-level carpenters are treated the same as apprentice carpenters. To fully understand the age profiles of jobs with significant within- rather than across-occupation advancement (such as most trades), a closer look is needed. Trades must ensure a balanced age distribution between journey and apprentice-level workers, which this present analysis does not shed light on.

Figure 8: Age Distribution of Building Trades Workforce*
5-County Bay Area** Resident Labor Force, 2000

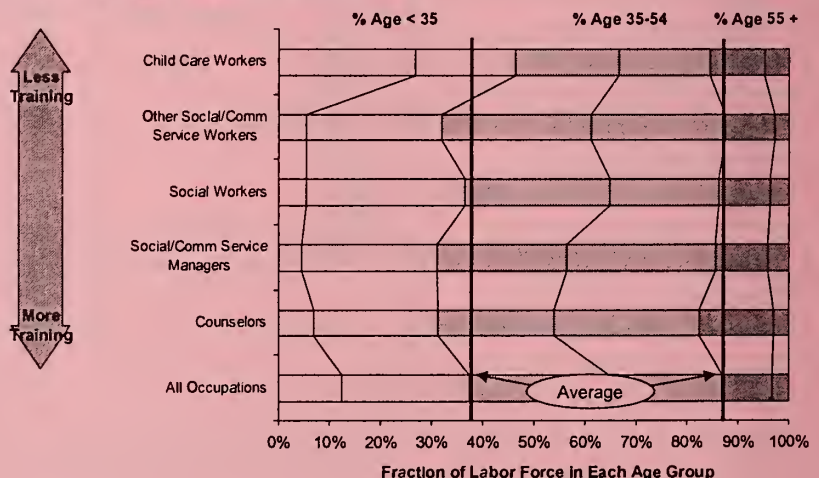


* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

Government, Social and Community Service Occupations

Workforce aging is of particular concern to large public-sector employers. Researchers at the Rockefeller Institute of Government note that government workforces tend to be older than the private sector and that the age gap between public and private sectors has been widening.⁴ Locally, a recent report by the San Francisco Department of Human Resources notes that 60% of city managers will reach retirement age by 2013, doubling the

Figure 9: Age Distribution of Social & Community Service Workforce*
5-County Bay Area** Resident Labor Force, 2000



* Includes all residents of San Francisco and the Bay Area that are either currently working or actively looking for work
** Includes Alameda, Contra Costa, Marin, San Francisco, and San Mateo counties.
SOURCE: Author's tabulations from the 2000 Census

⁴ Abbey, Craig W. and Donald J. Boyd (2002). "The Aging Government Workforce," The Nelson A. Rockefeller Institute of Government. July 2002. Available at www.rockinst.org.

retirement rate of the past.⁵

The San Francisco Department of Human Services (DHS) provides a stark example: though social workers and social service managers in the Bay Area tend to be only slightly older than the average (see Figure 9) for all occupations, DHS' workforce is much older than average. According to DHS, more than 26% of its workforce is at least 55 years old (vs. 13% for all occupations) and only 12% are less than 35 years old (vs. 38% on average). Though the aging of the social service workforce is somewhat challenging for the city overall, the problem is particularly acute for the city's largest social service employer: local government.

Addressing the Aging of San Francisco's Workforce

Workforce Development Policy Responses

This report has highlighted several important workforce policy responses to the well-known demographic shifts that lie ahead:

1. **Attract** younger workers to careers in education and health care, and to San Francisco generally.
2. **Promote career advancement** training, particularly for educators, health care workers, and select hospitality, office, and social service workers. The continued apprentice-to-journeyman advancement of building trades workers should also be encouraged.
3. **Continue support for immigrant integration.** A recent report by the Public Policy Institute of California noted, "much of tomorrow's workforce are today's second generation children of immigrants."⁶ The city's success at integrating recent immigrants into the community will have a profound effect on the strength of tomorrow's workforce through this channel.

Responses for Individual Employers

Though local policy makers can ensure that an aggregate qualified pool of workers exists for important occupations, individual employers must also manage the age structure of their internal workforce and plan for dealing with changes in that structure. Perhaps because they were the first to face the effects of an aging workforce, public employers have been the most actively innovating ways to retain and extend the careers of older workers, according to a recent report by the U.S. General Accounting Office.⁷ Several strategies individual organizations have employed include:

1. **Characterize the age distribution of your organization's workforce.** The DHS example illustrates that internal, organization-specific succession planning issues can differ dramatically from aggregate, city-wide ones.
2. **Expand education and internal promotion opportunities** for young workers.
3. **Create an engaging workplace** in order to improve recruitment and retention.
4. **Implement flexible work arrangements** such as part-time, seasonal, or contract work, reduced job responsibilities, and job sharing to enable older employees to work longer.
5. **Redefine pension plans** – Deferred Retirement Options Plans (DROPs) are one example – to provide incentives for older employees to remain on the job past typical retirement age.

⁵ McGuinness, Michael, Robert Pritchard, and Herberth Campos (2003). "Who Will Do San Francisco's Work?: Managing Workforce Change," San Francisco Department of Human Resources. June 2003.

⁶ Johnson, Hans P. (2003). "California's Demographic Future." Public Policy Institute of California Occasional Papers. San Francisco, CA. December 2003.

⁷ U.S. General Accounting Office (2001). "Older Workers: Demographic Trends Pose Challenges for Employers and Workers." GAO Report GAO-02-85. November 2001.

545-67-9823 YAU SOON LUM

Agency 137D

Printed by: Huie, Mandy

03 Universal Access Only: No

04 Application Date 07-07-2004

07-08 Residence Address 2267-24TH AVENUE SAN FRANCISCO CA 94116-

09 Residence Phone 415-564-1593

10-11 Mailing Address -

12 Message Phone

13 GEO code		14 Citizen	<u>U.S. Citizen</u>	15 Alien Doc#	
16 Gender	<u>Female</u>	17 Birth Date	<u>07-22-1952</u>	18 Age	<u>51</u>
19 Assessed	<u>Yes, WIA</u>	20 Selctv Svce	<u>Not Required</u>	21 Race	<u>AC</u>
22 Adult Ed	<u>No</u>	23 Job Corps	<u>No</u>	24 Farm Program	<u>No</u>
25 Native Amer Program	<u>No</u>	26 Vet's WIA Program	<u>No</u>	27 Vet's DVOP/LVER	<u>No</u>
28 Trade Adjstmnt Act	<u>No</u>	29 NAFTA-TAA	<u>No</u>	30 Voc Educ	<u>No</u>
31 Voc Rehab	<u>No</u>	32 Wagner-Peyser	<u>No</u>	33 WtW-Participant	<u>No</u>
34 Title V Activities	<u>No</u>	35 Comn Srvc Block	<u>No</u>	36 HUD Pgrm	<u>No</u>
37 Other Non-WIA	<u>No</u>	38 Rapid Response	<u>No</u>	39 Rap Resp Addtnl	<u>No</u>
40 TANF	<u>No</u>	41 Food Stmp Trng Pgm	<u>No</u>	42 Disabled	<u>No</u>
43 Limited English	<u>Yes</u>	44 Substance Abuse	<u>No</u>	45 Basic Skills Deficient	<u>Yes</u>
46 Offender	<u>No</u>	47 Pregnant/Parent Youth		48 Yth Needs Assistance	
49 Runaway Youth		50 Foster Child	<u>No</u>	51 Family TANF	<u>No</u>
52 Family GA	<u>No</u>	53 Family RCA	<u>No</u>	54 Family SSI	<u>No</u>
55 Fam Food Stmps	<u>No</u>	56 Number in Family	<u>2</u>	57 Number of Depndnts	<u>0</u>
58 Family Status	<u>Other Member</u>	59 Fam Income (6 mos)	<u>7946</u>	60 Low Income	<u>No</u>
61 TANF Exhausted	<u>No</u>	62 Homeless	<u>No</u>	63 Poor Work Hist	<u>No</u>
64 Unemp Insurnce	<u>Yes</u>	65 Vet Status	<u>No</u>	66 Disabled Vet	
67 Vet Sep Date	<u>00-00-0000</u>	68 Recent Sep Vet		69 Campaign Vet	
70 Spouse Qualif Vet	<u>No</u>	71 Highest Grad Compltd	<u>5</u>	72 Ed Stat	<u>OutSchl, HS Dropout</u>
73 Read Grade	<u>4.8</u>	74 Read Score		75 Reading Test	
76 Read Version		77 Math Grade	<u>4.7</u>	78 Math Score	
79 Math test		80 Math Version		81 Pell Grnt	<u>App Not Submitted</u>
82 Pell Grant Amount	<u>0.00</u>	83 Labor Status	<u>Not Employed</u>	84 Weeks Not Employed	<u>19</u>
85 Hourly Wage	<u>6.95</u>	86 Referred WPRS	<u>No</u>	87 Dislctd Wrkr	<u>1</u>
88 Dislocation Date	<u>02-20-2004</u>	89 Job Code At Dislctn	<u>927170</u>		
90 Job Title <u>SEWING MACHINE OPER GARMENT</u>					
91 Dislctn Indust Code	<u>230</u>	92 Tenure At Employer	<u>65</u>	93 Employer Number	<u>5523</u>
94 Employer Name	<u>JI MAE'S</u>				
Address	<u>120 MISSISSIPPI ST</u>	City/State/Zip		<u>SAN FRANCISCO CA 94107</u>	
Telephone		<u>95 Eligibility</u>		<u>AD</u>	

My signature below indicates that I have been informed of and understand the information contained on this form. I certify under penalty of perjury that all of the above information is true and complete. I agree that any information I have supplied is subject to verification. I understand that falsification of any item is grounds for termination from the Workforce Investment Act program and may result in action to recover any moneys paid to me while participating.

Signature of Client	Date	Signature of Parent, Guardian or Responsible Adult	Date
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Signature of Interviewer	Date	Signature of Reviewer	Date
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WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: SEPTEMBER 7, 2004

FROM: LINDA SQUIRE GROHE, ACTING CHAIR

SUBJECT: RECOMMENDATIONS FOR YEAR NINE OF THE HOMELESS
EMPLOYMENT COLLABORATIVE (HEC) (AGENDA ITEM #5)

Action Requested

The Executive Committee is asked to approve an expenditure plan for Year Nine of the HEC.

Background

In July of 2003, the City and County of San Francisco submitted an application to the U.S. Department of Housing and Urban Development (HUD) for \$1,060,899 to renew funding for the Homeless Employment Collaborative (HEC). The one-year renewal period is from October 1, 2004 to September 30, 2005 for Year Nine of HEC funding. In July 2004, HUD notified the San Francisco Department of Human Services (SFDHS) of final selection of the HEC project for a one-year renewal grant, at the same level of funding, with the PIC as sponsor under HUD's Supportive Housing Program.

Recommendation

Staff recommends funding, at the same funding level, the ten community based organizations that have been HEC subcontractors in Year Eight. The community organizations have been working together as a collaborative from 1996 to the present to develop a comprehensive and integrated employment and training system for the homeless population of San Francisco. The City, in consort with the PIC staff, named these subcontractors in the application to HUD for renewal of the program. HUD awarded no additional funds to the current funding level for Year Nine. Attached for your review are recommended subcontractor funding levels for Year Nine of HEC (Attachment 1), the current HEC performance summary data and individual subcontractor actual verses planned data in Year Eight (Attachment 2), and the previous seven-year program results (Attachment 3).

Staff will be at your September 15th meeting to answer any questions you may have.

Attachments

cc: HEC Subcontractors
PIC Staff

**Homeless Employment Collaborative Current Budget for Year Eight and
Recommended Funding Levels for Year Nine**

HEC Subcontractors		\$843,770	(79.5%)
Arriba Juntos	\$148,261		
Catholic Charities	\$24,651		
Central City Hospitality House	\$69,569		
Community Housing Partnership	\$102,974		
Episcopal Community Services	\$143,935		
Goodwill Industries	\$47,326		
Mission Hiring Hall	\$72,225		
No. California Service League	\$112,050		
Swords to Plowshares	\$78,019		
Toolworks Inc.	\$44,760		
HEC Participant Support		\$66,326	(6.3%)
DHS Administration		\$25,260	(2.4%)
PIC Administration		\$25,260	(2.4%)
PIC Personnel Costs		\$98,005	(9.2%)
PIC Operating Costs		\$2,278	(0.2%)
Total:		\$1,060,899	(100%)

**THIRD QUARTER SERVICE AND OUTCOME STATISTICS
HOMELESS EMPLOYMENT COLLABORATIVE (HEC)
OCTOBER 1, 2003 – JUNE 30, 2004**

Enrollments.....	371
Terminations.....	183
Placements.....	128
Other Positive Terminations.....	33
Placement Rate.....	70%
Positive Termination Rate.....	88%
Ninety Day Retention Rate.....	N/A
Average hours per week at placement.....	28.71
Average wage per hour at placement.....	\$10.16
Full Time Employment.....	48%
Part Time Employment.....	29%
Transitional Employment.....	23%

**HEC INDIVIDUAL AGENCY PERFORMANCE SUMMARY
ACTUAL VERSES PLANNED NINE-MONTH GOALS
OCTOBER 1, 2003 - JUNE 30, 2004**

Subcontractor	Percent of Plan*
Arriba Juntos	59%
Catholic Charities	117%
Central City Hospitality House	81%
Community Housing Partnership	101%
Episcopal Community Services	54%
Goodwill Industries	70%
Mission Hiring Hall	122%
No. California Service League	96%
Swords to Plowshares	59%
Toolworks Inc.	80%

* Percent of Plan includes total actual enrollment, placement, and other positive outcomes versus total planned enrollment, placement, and other positive outcomes.

**THE SAN FRANCISCO HOMELESS EMPLOYMENT COLLABORATIVE
SEVEN-YEAR PROGRAM PERFORMANCE
OCTOBER 1, 1996 to SEPTEMBER 30, 2003**

	Year One	Year Two	Year Three	Year Four	Year Five	Year Six	Year Seven
Time Period	10/1/96-9/30/97	10/1/97-9/30/98	10/1/98-9/30/99	10/1/99-9/30/00	10/1/00-9/30/01	10/1/01-9/30/02	10/1/02-9/30-03
Enrolled in Training	393	438	461	409	469	467	531
Job Placements	169	168	175	187	199	223	254
Job Placement Rate	43%	38%	38%	46%	42%	48%	48%
Ninety Day Job Retention Rate	75%	71%	64%	79%	69%	62%	68%
Average Wage at Placement	\$7.92/hr	\$8.53/hr	\$8.72/hr	\$9.70/hr	\$10.66/hr	\$11.25/hr	\$10.74
Average Hours per Week at Placement	31.91	32.29	33.67	34.27	34.58	33.31	31.06
Total Expenditures	\$721,923	\$833,044	\$1,150,797	\$971,639	\$985,868	\$1,047,247	\$1,074,339
Cost per Service	\$1,837	\$1,902	\$2,496	\$2,376	\$2,102	\$2,242	\$2,023
Cost per Job Placement	\$4,272	\$4,959	\$6,576	\$5,196	\$4,954	\$4,696	\$4,230

Summary of Seven-Year Period:

Total enrolled in training	3,168	(100%)	Total program expenditures	\$6,784,857
Total job placements	1,375	(43%)	Cost per person served	\$2,142
Total ninety day job retentions	954	(69%)	Cost per job placement	\$4,934

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A SPECIAL PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

OCT 28 2004

SAN FRANCISCO
PUBLIC LIBRARY

10-28-04 P02.40 6 PM

Date: Wednesday, November 3, 2004
Time: 1:00 p.m. to 3:00 p.m.
Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

Other accommodations

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Wednesday, October 27, 2004

DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, NOVEMBER 3, 2004

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Strategic Alignment of Economic and Workforce Development Policy, Resources, and Investment in San Francisco (Discussion Item)
 Speaker: Julian Potter, American Community Partnerships
4. Public Testimony on Non-Agenda Items (Discussion Item)
5. Future Agenda Items (Discussion Item)
6. Adjournment (*Action Item*)

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

NOV 17 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday, November 17, 2004

Time: 9:30 a.m. to 11:30 a.m.

Location: Auditorium
Community College District Office
33 Gough Street
San Francisco, CA 94103

11-17 04A11:04 RCVD

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AGENDA APPEARS ON THE REVERSE SIDE

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Issued: Wednesday, November 10, 2004

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, NOVEMBER 17, 2004**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on all matters pertaining to the closed session (Discussion Item)
3. Closed Session Pursuant to Government Code § 54957 San Francisco Administrative Code § 67.10(e):
 - A. Instructions to designated representatives regarding matter within the scope of personnel matters
4. Reconvene in open session
 - A. Vote to elect whether to disclose any or all discussions held in closed session (S.F. Adm. C. §67.12(a).) (*Action Item*)
 - B. Possible report on actions taken in closed session (Govt C. §54957.1(a)(2) and S.F. Adm. C. §67.12(b)(2).) (*Action Item*)
5. Public Testimony on Agenda Items (Discussion Item)
6. Adoption of Minutes from the Meeting held on September 15, 2004 (*Action Item*)*
7. Presentation(s) (Discussion Item)*
8. Proposed Action: Approval of Retirement Resolution (*Action Item*)*
9. Proposed Action: Approval of 2005 Meeting Schedule (*Action Item*)*
10. One Stop Committee Recommendation (*Action Item*)*

Proposed Action: Approval of One Stop San Francisco Performance Measurement
11. Committee Reports (Discussion Item)
 - a. Finance Subcommittee
 - b. Employer Services Committee
 - c. One Stop Committee
 - d. Program Resources Committee
 - e. Youth Council
12. Chair's Report (Discussion Item)
13. President's Report (Discussion Item)
14. Public Testimony on Non-Agenda Items (Discussion Item)
15. Future Agenda Items (Discussion Item)
16. Adjournment (*Action Item*)

*Information enclosed.



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS

DATE: NOVEMBER 10, 2004

FROM: PAMELA S. CALLOWAY, PRESIDENT

SUBJECT: PIC RETIREMENT PLAN

On or about November 15th of each year, the Executive Committee of the Workforce Investment San Francisco Board reviews the retirement contribution rate of the Private Industry Council of San Francisco, Inc. (PIC) to determine the rate of contribution for the upcoming Plan year.

As originally planned, this item was to come to you from the Finance Subcommittee. The Finance Subcommittee was scheduled to meet on November 4, 2004 to consider this item. The Finance Subcommittee did not meet for lack of a quorum. Therefore, this matter comes to you directly.

Agenda item 8 is an action item. The PIC Retirement Plan is a 403(b) defined contribution annuity plan that became effective on February 1, 1995. PIC employees become participants of the plan after they have completed two years of service and have attained age 21. The PIC currently contributes an amount equal to 6% of the participant's salary. For Program Year 03-04, the PIC contributed \$248,194 to the Plan. The annual projected cost for the PIC's contribution for Program Year 04-05 is estimated to be \$300,000.

We propose that the PIC continue to contribute to the Plan at the 6% rate **for six months (January 2005 to June 2005)**. This proposal for six months of funding (rather than twelve) is made in light of current revenue projections for the Program Year that begins July 1, 2005. Attached is the resolution necessary for the continuation of retirement contributions.

Please contact Roberta Fazande at 415-923-4265 if you have questions. Staff will also be present at your meeting to answer any questions.

Attachment

cc: PIC staff



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

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EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, it is the desire of the Private Industry Council of San Francisco, Inc. (PIC) to continue to reward its employees for faithful service rendered by the adoption of a Tax Sheltered Annuity "TSA" plan under section 403(b) of the Internal Revenue Code (the "Code"), and

WHEREAS, it is believed that the continuation of the plan will encourage continuous employment and loyalty to the PIC, in the mutual interest of the employees and the PIC, now therefore be it

RESOLVED: That the PIC does hereby continue the Tax Sheltered Annuity Plan from Delta Life and Annuity Company, and it is

FURTHER RESOLVED: That the Plan shall be effective for the Plan Year January 1, 2005 to December 31, 2005; and it is

FURTHER RESOLVED: That the rate of PIC's retirement contribution will be 6% for the period January 1, 2005 to June 30, 2005; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco shall review the rate of PIC's retirement contribution annually, on or about November 15, to determine the rate of contribution for the following Plan year; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco shall authorize and execute any documents to adopt, amend, and restate the Private Industry Council of San Francisco Retirement Plan (the "Plan").

FURTHER RESOLVED: That the PIC Human Resources Manager be and hereby is designated as Administrator to formulate rules and procedures conforming to the plan document for administration and participation in such annuity contracts.

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 17th day of November 2004.

November 17, 2004

Date

Lynn L. Bunim, Chair of
WISF Board
And its
Executive Committee

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: NOVEMBER 8, 2004

FROM: ROSALIE BULACH
ONE STOP COMMITTEE CHAIR

SUBJECT: RECOMMENDATIONS TO ADOPT ONE STOP SAN FRANCISCO
PERFORMANCE MEASUREMENT CRITERIA (Agenda Item 10)

ACTION REQUESTED

The Executive Committee is asked to review and approve the proposed performance management, including continuous quality improvement and customer satisfaction measures, for the local One Stop Career Center system.

BACKGROUND

As with its budget responsibilities, the WISF Board, in partnership with the Mayor, is responsible for oversight of the One Stop service delivery system and the establishment of measures to determine how well the system is meeting its goals and serving the community's job seekers and employers. It is critical that we focus on measuring performance beyond compliance, with an increasing interest in accurately gauging our ability to respond to the evolving needs of the workforce and business communities in a manner that meets with their satisfaction.

While there are existing requirements and guidelines, each WIB has the ability to develop a customized solution for measuring success beyond just compliance, with each local area having the flexibility of analyzing the unique needs and economic climate of their community and then determining which criteria to use when measuring how well services currently provided meet those needs. Additionally, measuring performance in the one Stop system should go hand-in-hand with the planning of services, budgets, technology, marketing and more.

We believe that in San Francisco, measuring the system's performance is very relevant to key projects now being undertaken in the One Stop Centers and system. Having made significant progress in the implementation of the service card system at the Centers, we now have the ability to collect data on the universal population of jobseekers coming through those service portals, and consequently the ability to draw a sampling from that jobseeker pool for purposes of determining customer satisfaction. In the near future, the service card system will support the same function for the employer customers served through the One Stop Centers.

As the Committee charged by the WISF Board with overseeing the operations and services at the One Stop Centers, the One Stop Committee has taken the lead in developing key innovations for the continued development of the local One Stop system. The One Stop Business Plan provides the foundation for taking the system to the next level, beyond compliance to a higher level of quality, efficiency, and consistency throughout. To that end, Innovation Three of the Business Plan establishes the following Board goal:

The WISF Board establishes clear standards and expectations for operating One Stop Centers and Access Points, provides incentives for and requires evidence of met expectations and evaluates options for future designation of One Stop Center Operator(s) and Access Points.

In San Francisco, the Consortium of partners who operate the One Stop Centers have already taken initial steps to assess their ability to provide, evaluate, and improve upon services, process management, Center environment, staff competencies, and other critical factors. This process developed by the Consortium Operator for self-evaluating their own performance could serve as the foundation for refining and expanding a system-wide plan.

RECOMMENDATION

The One Stop Committee recommends the Executive Committee adopt the following performance measures previously developed by a consortium of partners consistent with their vision that *"the three San Francisco Career Link Centers are a valued and recognized collaboration providing access to effective and integrated services responsive to diverse employer, job seeker and community needs"* and direct staff to negotiate appropriate performance levels with the operator for subsequent One Stop Committee and WISF Board approval:

Goal: To operate a showcase career center system offering high quality comprehensive workforce development information, services and resources.	
<u>Objective:</u> Maintain an active participation of partners identified in WIA and MOU	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ % of WIA/MOU partners provide services at One Stop ▪ % of partners that participate in partners/management meetings
<u>Objective:</u> All core services and all partner programs are consistently available w/o referral	<u>Metric:</u> <ul style="list-style-type: none"> ▪ % of time each core service and partner program is available
<u>Objective:</u> Career link maintains a clean, accessible professional environment	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Center Manager has reviewed building maintenance standards and has a written plan to address deficiencies ▪ Center signage is professionally made and consistent throughout facility

<p><u>Objective:</u> Career Link staff are highly-trained about core and partner services and proactively offer cheerful assistance and guidance to all Center customers</p>	<ul style="list-style-type: none"> ▪ Center staff are identifiable and present themselves as professionals ▪ Public area workstations are adequately equipped, clean and uncluttered ▪ Center facilities and services are ADA-compliant <p>Metrics:</p> <ul style="list-style-type: none"> ▪ % of staff who have received a Career Link Manual ▪ Number of Center all-staff meetings to discuss services, operations and standards ▪ % of partners who have provided detailed program training in the last 12 mos., including LMI briefings ▪ % of staff who have received customer service training ▪ % of staff with an individual development plan ▪ % of staff receiving cross-training on partner programs ▪ % of staff participating in approved disability awareness training
<p><u>Objective:</u> Career Link is an information-rich environment with up-to-date- LMI and related career resources</p>	<p>Metrics:</p> <ul style="list-style-type: none"> ▪ % of staff attending LMI briefing in the last 6 mos. ▪ Inventory of LMI, including web resources, is maintained and updated ▪ % of staff trained to use LMI in career guidance ▪ % of staff briefed on local economic outlook and development issues
<p><u>Objective:</u> Career Link is a comprehensive repository of community resources and information about supportive services</p>	<p>Metric:</p> <ul style="list-style-type: none"> ▪ % of staff who are briefed in community resource guide

Goal: Career Link is highly rated by customers as a valuable workforce development and career resource, is responsive to changing customer demographics and needs and labor market conditions

<p><u>Objective:</u> Career Link provides a visible and accessible mechanism for customers to register their satisfaction/explore measurement option</p> <p><u>Objective:</u> Career Link reviews customer and Center use information to assess customer needs</p> <p><u>Objective:</u> Career Link assesses local economic and labor market</p>	<p>Metrics:</p> <ul style="list-style-type: none"> ▪ % of customers who rate Career Link above 'x' on customer satisfaction surveys ▪ % of increase in repeat use customers <p>Metrics:</p> <ul style="list-style-type: none"> ▪ Number of quarterly reports and recommendations presented to management and directors ▪ Individual responses are prepared and posted for customer suggestions <p>Metric:</p> <ul style="list-style-type: none"> ▪ % of Career Link staff attending local
--	--

conditions and economic development efforts and briefs staff	economic outlook and economic development briefing each year
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Goal: Career Link is an effective career resource for job success	
<u>Objective:</u> The combination of Career Link information, service, resources and helps job seeking customers obtain employment	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ % of customers indicating new employment resulting from Career Link in follow-up surveys ▪ % of customers indicating Career Link was somewhat or very useful

Goal: Career Link is a valuable workforce resource for employers	
<u>Objective:</u> Career Link maintains an employer services team representing multiple partners and uses common standards and protocols to serve employer customers	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Number of employers using career Link for substantial services each month ▪ % of employers indicating Career Link was somewhat or very helpful ▪ % of repeat employer customers

Goal: Career Link is a valuable community resource	
<u>Objective:</u> Career link actively enlists the participation of relevant community partners	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Number of new partners providing services at the Center ▪ Number of new services provided ▪ Number of new community partnerships initiated as a result of Career Link

Goal: WFNSF operates as a seamless, fully integrated service delivery system for customers	
<u>Objective:</u> Career Link employs a single application for all partner programs as the starting point to supply required customer data common to all partners	<u>Metric:</u> <ul style="list-style-type: none"> ▪ % of customer data items that must be reported more than once
<u>Objective:</u> Career Link customers are assessed once for initial eligibility for all partner programs	<u>Metric:</u> <ul style="list-style-type: none"> ▪ % of partner programs that request duplicate information from customers ▪ % of partner programs that use initial application to satisfy program data requirements ▪ % of programs using common assessment instrument ▪ % of programs using common case management client record
<u>Objective:</u> Career Link customers have access to all partner programs on-site without referral	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ % of partner programs available on-site ▪ % of partner programs for which a specific referral protocol exists ▪ Career Link partners employ a common member file system

- | | |
|--|---|
| | <ul style="list-style-type: none">▪ Career Link partners have adopted a common Release of Member Information and agreed to confidentiality protocols▪ All Career Link staff are equipped with an Activities Calendar and current menu of services▪ All Career Link staff are provided with a comprehensive Quality Report on Center customers, service usage, customer satisfaction and performance▪ % of partner programs participating in Eligibility Calculator |
|--|---|

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

**NOTICE OF A SPECIAL PUBLIC MEETING
OF THE
EXECUTIVE COMMITTEE OF THE
WORKFORCE INVESTMENT SAN FRANCISCO BOARD**

DOCUMENTS DEPT.

DEC 14 2004

SAN FRANCISCO
PUBLIC LIBRARY

Date: Wednesday, December 15, 2004
Time: 9:30 a.m. to 11:30 a.m.
Location: Private Industry Council of S. F.
745 Franklin Street
2nd Floor Conference Room
San Francisco, CA 94102

12-14-04 A10:15 RCVD

Copies of materials may be obtained from and/or reviewed at the PIC offices at both of the addresses shown below and on the PIC's website, www.picsf.org.

AGENDA APPEARS ON THE REVERSE SIDE

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, contact the Sunshine Ordinance Task Force.

To obtain a free copy of the City's Sunshine Ordinance or to report a suspected violation, contact:

Donna Hall, Administrator
Sunshine Ordinance Task Force
City Hall, Room 244
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4683
415-554-7724
Fax: 415-554-5163
E-mail: donna_hall@ci.sf.ca.us

The Sunshine Ordinance is also available online at: www.sfgov.org/site/sunshine_index.asp?id=4673

Other accommodations

In order to assist the City's efforts to accommodate persons with severe allergies, environmental illnesses, multiple chemical sensitivity or related disabilities, attendees at public meetings are reminded that other attendees may be sensitive to various chemical based products. Please help the City accommodate these individuals.

If you require special accommodation due to a disability, contact Roberta Fazande at least 72 hours in advance at 415-923-4265, TDD 800-735-2929 (CRS) or rfazande@picsf.org

Lobbyist Registration and Reporting Requirements

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (SF Campaign & Governmental Conduct Code § 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102; telephone (415) 581-2300; fax (415) 581-2317; web site: sfgov.org/ethics.

Issued: Friday, December 10, 2004

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www.picsf.org • e-mail: 411@picsf.org

1650 Mission Street, Suite 300 • San Francisco, CA 94103-2490
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TDD 800.735.2929 (CRS)

**DRAFT AGENDA
EXECUTIVE COMMITTEE OF THE WISF BOARD
WEDNESDAY, DECEMBER 15, 2004.**

1. Adoption of the Agenda (*Action Item*)
2. Public Testimony on Agenda Items (Discussion Item)
3. Adoption of minutes from the Meeting Held on November 3 and 17, 2004 meeting (*Action Item*)*
4. Program Resource Committee Recommendation
 - A. Expenditure Plan for Unspent FFY 2003 Refugee Formula Funds (*Action Item*)*
5. One Stop Operations and Services Committee Recommendation
 - A. Recommendations To Adopt One Stop San Francisco Performance Measurement Criteria (*Action Item*)*
6. Finance Subcommittee Recommendation
 - A. Proposed Action: Approval of Retirement Resolution (*Action Item*)*
7. Staff Recommendation
 - A. Proposed Action: Approval of 2005 Meeting Schedule (*Action Item*)*
8. Committee Reports (Information Item)
 - A. Employer Services Committee
 - B. One Stop Operations and Services Committee
 - C. Program Resources Committee
 - D. Youth Council
 - E. Finance Subcommittee
9. Chair's Report (Discussion Item)
10. President's Report (Discussion Item)
11. Public Testimony on Non-Agenda Items (Discussion Item)
12. Future Agenda Items (Discussion Item)
13. Adjournment (*Action Item*)

* Information enclosed.

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: DECEMBER 7, 2004

FROM: TRENT RHORER, CHAIR, PROGRAM RESOURCES COMMITTEE

SUBJECT: EXPENDITURE PLAN FOR UNSPENT FFY 2003 REFUGEE FORMULA FUNDS (Agenda Item 4a)

ACTION REQUESTED

The Executive Committee of the Workforce Investment San Francisco (WISF) Board is asked to approve an expenditure plan for unspent Federal Fiscal Year (FFY) 2003 Refugee Employment Social Services (RESS) and Targeted Assistance (TA) formula funds.

AVAILABLE FUNDS

The amount of service funds that are unexpended from FFY 2003 and will be carried forward to FFY 2004 program are:

Carry forward FFY 03 TA funds	\$38,393
Carry Forward FFY 03 RESS funds	\$6,481
Total	\$44,874

The unspent RESS funds are from the supportive services pool and services' subcontracts. The unspent TA funds are from a State augmentation of funds unspent by other counties (\$22,395) and from another State augmentation received November 19, 2004 of unspent State Administration funds (\$11,843). There was also a small amount of funds (\$4,155) unspent from the supportive services pool and services' subcontracts. There is a negative balance in PIC Administration funds.

BACKGROUND

FFY 2004 refugee funding was initially allocated and approved through a Request For Proposals (RFP) process in August 2004. Three of the four proponents were funded: Catholic Charities CYO (CCCYO), Jewish Vocational Service (JVS), and International Rescue Committee. Two of the three, CCCYO and IRC, received the amount they requested and therefore were not eligible to receive any additional carry forward funds. The fourth proponent, African Immigrant & Refugee Resource Center (AIRRC) was not funded through the initial RFP process due to its under-developed program and because needed agency infrastructure changes (support for direct services staff) had not been accomplished since the agency was de-funded by PIC three years ago.

RECOMMENDATION FOR UNSPENT FUNDS

The Program Resources Committee (PRC) met today, reviewed staff's recommendations, took public testimony, and formulated an alternate expenditure plan.

Because the JVS Employment Services (ES) program's placement rate has continued to be low (31% after 14 months), staff did not recommend it for additional funds. AIRRC was not included in staff's recommendation (see "Background"). The PRC, however, was interested in supporting the AIRRC and its clients with the carry forward funds; therefore the PRC recommends allocating the funds to the AIRRC. Staff will closely monitor the AIRRC program and provide technical assistance as needed.

cc: Refugee Proponents
DHS Staff
PIC Staff

WORKFORCE INVESTMENT SAN FRANCISCO

Local Workforce Investment Board for the City and County of San Francisco

MEMORANDUM

TO: EXECUTIVE COMMITTEE

DATE: December 10, 2004

FROM: ROSALIE BULACH
ONE STOPOPERATIONS AND SERVICES COMMITTEE CHAIR

SUBJECT: RECOMMENDATIONS TO ADOPT ONE STOP SAN FRANCISCO
PERFORMANCE MEASUREMENT CRITERIA (Agenda Item 5 A)

ACTION REQUESTED

The Executive Committee is asked to review and approve the proposed performance management, including continuous quality improvement and customer satisfaction measures, for the local One Stop Career Center system.

BACKGROUND

As with its budget responsibilities, the WISF Board, in partnership with the Mayor, is responsible for oversight of the One Stop service delivery system and the establishment of measures to determine how well the system is meeting its goals and serving the community's job seekers and employers. It is critical that we focus on measuring performance beyond compliance, with an increasing interest in accurately gauging our ability to respond to the evolving needs of the business and workforce communities in a manner that meets with their satisfaction.

While there are existing requirements and guidelines, each WIB has the ability to develop a customized solution for measuring success beyond just compliance, with each local area having the flexibility of analyzing the unique needs and economic climate of their community and then determining which criteria to use when measuring how well services currently provided meet those needs. Additionally, measuring performance in the one Stop system should go hand-in-hand with the planning of services, budgets, technology, marketing and more.

We believe that in San Francisco, measuring the system's performance is very relevant to key projects now being undertaken in the One Stop Centers and system. Having made significant progress in the implementation of the service card system at the Centers, we now have the ability to collect data on the universal population of jobseekers coming through those service portals, and consequently the ability to draw a sampling from that jobseeker pool for purposes of determining customer satisfaction. In the near future, the service card system will support the same function for the employer customers served through the One Stop Centers.

As the Committee charged by the WISF Board with overseeing the operations and services at the One Stop Centers, the One Stop Committee has taken the lead in

developing key innovations for the continued development of the local One Stop system. The One Stop Business Plan provides the foundation for taking the system to the next level, beyond compliance to a higher level of quality, efficiency, and consistency throughout. To that end, Innovation Three of the Business Plan establishes the following Board goal:

The WISF Board establishes clear standards and expectations for operating One Stop Centers and Access Points, provides incentives for and requires evidence of met expectations and evaluates options for future designation of One Stop Center Operator(s) and Access Points.

In San Francisco, the Consortium of partners who operate the One Stop Centers have already taken initial steps to assess their ability to provide, evaluate, and improve upon services, process management, Center environment, staff competencies, and other critical factors. This process developed by the Consortium Operator for evaluating their own performance could serve as the foundation for refining and expanding a system-wide plan.

RECOMMENDATION

The One Stop Committee recommends the Executive Committee adopt the following performance measures previously developed by a consortium of partners consistent with their vision that *"the three San Francisco Career Link Centers are a valued and recognized collaboration providing access to effective and integrated services responsive to diverse employer, job seeker and community needs"* and direct staff to negotiate appropriate performance levels with the operator for subsequent One Stop Committee and WISF Board approval:

Goal: To operate a showcase career center system offering high quality comprehensive workforce development information, services and resources.	
<u>Objective:</u> Maintain an active participation of partners identified in WIA and MOU <u>Objective:</u> All core services and all partner programs are consistently available w/o referral	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ % of WIA/MOU partners provide services at One Stop ▪ % of partners that participate in partners/management meetings <u>Metric:</u> <ul style="list-style-type: none"> ▪ % of time each core service and partner program is available
<u>Objective:</u> Career link maintains a clean, accessible professional environment	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Center Manager has reviewed building maintenance standards and has a written plan to address deficiencies ▪ Center signage is professionally made and consistent throughout facility ▪ Center staff are identifiable and present themselves as professionals ▪ Public area workstations are adequately equipped, clean and uncluttered ▪ Center facilities and services are ADA-compliant

<p><u>Objective:</u> Career Link staff are highly-trained about core and partner services and proactively offer cheerful assistance and guidance to all Center customers</p> <p><u>Objective:</u> Career Link is an information-rich environment with up-to-date- LMI and related career resources</p> <p><u>Objective:</u> Career Link is a comprehensive repository of community resources and information about supportive services</p>	<p><u>Metrics:</u></p> <ul style="list-style-type: none"> ▪ % of staff who have received a Career Link Manual ▪ Number of Center all-staff meetings to discuss services, operations and standards ▪ % of partners who have provided detailed program training in the last 12 mos., including LMI briefings ▪ % of staff who have received customer service training ▪ % of staff with an individual development plan ▪ % of staff receiving cross-training on partner programs ▪ % of staff participating in approved disability awareness training <p><u>Metrics:</u></p> <ul style="list-style-type: none"> ▪ % of staff attending LMI briefing in the last 6 mos. ▪ Inventory of LMI, including web resources, is maintained and updated ▪ % of staff trained to use LMI in career guidance ▪ % of staff briefed on local economic outlook and development issues <p><u>Metric:</u></p> <ul style="list-style-type: none"> ▪ % of staff who are briefed in community resource guide
<p>Goal: Career Link is highly rated by customers as a valuable workforce development and career resource, is responsive to changing customer demographics and needs and labor market conditions</p>	
<p><u>Objective:</u> Career Link provides a visible and accessible mechanism for customers to register their satisfaction/explore measurement option</p>	<p><u>Metrics:</u></p> <ul style="list-style-type: none"> ▪ % of customers who rate Career Link above 'x' on customer satisfaction surveys ▪ % of increase in repeat use customers
<p><u>Objective:</u> Career Link reviews customer and Center use information to assess customer needs</p>	<p><u>Metrics:</u></p> <ul style="list-style-type: none"> ▪ Number of quarterly reports and recommendations presented to management and directors ▪ Individual responses are prepared and posted for customer suggestions
<p><u>Objective:</u> Career Link assesses local economic and labor market conditions and economic development efforts and briefs staff</p>	<p><u>Metric:</u></p> <ul style="list-style-type: none"> ▪ % of Career Link staff attending local economic outlook and economic development briefing each year
<p>Goal: Career Link is an effective career resource for job success</p>	
<p><u>Objective:</u> The combination of Career Link information, service, resources and helps job seeking customers obtain employment</p>	<p><u>Metrics:</u></p> <ul style="list-style-type: none"> ▪ % of customers indicating new employment resulting from Career Link in follow-up surveys ▪ % of customers indicating Career Link was somewhat or very useful

Goal: Career Link is a valuable workforce resource for employers	
<u>Objective:</u> Career Link maintains an employer services team representing multiple partners and uses common standards and protocols to serve employer customers	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Number of employers using career Link for substantial services each month ▪ % of employers indicating Career Link was somewhat or very helpful ▪ % of repeat employer customers
Goal: Career Link is a valuable community resource	
<u>Objective:</u> Career link actively enlists the participation of relevant community partners	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ Number of new partners providing services at the Center ▪ Number of new services provided ▪ Number of new community partnerships initiated as a result of Career Link
Goal: WFNSF operates as a seamless, fully integrated service delivery system for customers	
<u>Objective:</u> Career Link employs a single application for all partner programs as the starting point to supply required customer data common to all partners	<u>Metric:</u> <ul style="list-style-type: none"> ▪ % of customer data items that must be reported more than once
<u>Objective:</u> Career Link customers are assessed once for initial eligibility for all partner programs	<u>Metric:</u> <ul style="list-style-type: none"> ▪ % of partner programs that request duplicate information from customers ▪ % of partner programs that use initial application to satisfy program data requirements ▪ % of programs using common assessment instrument ▪ % of programs using common case management client record
<u>Objective:</u> Career Link customers have access to all partner programs on-site without referral	<u>Metrics:</u> <ul style="list-style-type: none"> ▪ % of partner programs available on-site ▪ % of partner programs for which a specific referral protocol exists ▪ Career Link partners employ a common member file system ▪ Career Link partners have adopted a common Release of Member Information and agreed to confidentiality protocols ▪ All Career Link staff are equipped with an Activities Calendar and current menu of services ▪ All Career Link staff are provided with a comprehensive Quality Report on Center customers, service usage, customer satisfaction and performance ▪ % of partner programs participating in Eligibility Calculator

Please contact Robert Schwab at (415) 431-8700 if you have any questions. Staff will also be present at your meeting on December 15, 2004.



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

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MEMORANDUM

TO: EXECUTIVE COMMITTEE MEMBERS **DATE:** DECEMBER 10, 2004

FROM: FINANCE SUBCOMMITTEE

SUBJECT: PIC RETIREMENT PLAN (Agenda Item 6 A)

On or about November 15th of each year, the Executive Committee of the Workforce Investment San Francisco Board reviews the retirement contribution rate of the Private Industry Council of San Francisco, Inc. (PIC) to determine the rate of contribution for the upcoming Plan year.

Agenda Item 6A is an action item. The PIC Retirement Plan is a 403(b) defined contribution annuity plan that became effective on February 1, 1995. PIC employees become participants of the plan after they have completed two years of service and have attained age 21. The PIC currently contributes an amount equal to 6% of the participant's salary. For Program Year 03-04, the PIC contributed \$248,194 to the Plan. The annual projected cost for the PIC's contribution for Program Year 04-05 is estimated to be \$300,000.

Staff proposed that the PIC continue to contribute to the Plan at the 6% rate **for six months (January 2005 to June 2005)**. This proposal for six months of funding (rather than twelve) is made in light of current revenue projections for the Program Year that begins July 1, 2005. Attached is the resolution necessary for the continuation of retirement contributions. The Finance Subcommittee adopted the Staff recommendation at its meeting on November 23, 2004.

Please contact Roberta Fazande at 415-923-4265 if you have questions. Staff will also be present at your meeting to answer any questions.

Attachment

cc: PIC staff



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

*creating
employment
opportunities*

EXECUTIVE COMMITTEE RESOLUTION

WHEREAS, it is the desire of the Private Industry Council of San Francisco, Inc. (PIC) to continue to reward its employees for faithful service rendered by the adoption of a Tax Sheltered Annuity "TSA" plan under section 403(b) of the Internal Revenue Code (the "Code"), and

WHEREAS, it is believed that the continuation of the plan will encourage continuous employment and loyalty to the PIC, in the mutual interest of the employees and the PIC, now therefore be it

RESOLVED: That the PIC does hereby continue the Tax Sheltered Annuity Plan from Delta Life and Annuity Company, and it is

FURTHER RESOLVED: That the Plan shall be effective for the Plan Year January 1, 2005 to December 31, 2005; and it is

FURTHER RESOLVED: That the rate of PIC's retirement contribution will be 6% for the period January 1, 2005 to June 30, 2005; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco shall review the rate of PIC's retirement contribution annually, on or about November 15, to determine the rate of contribution for the following Plan year; and it is

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco shall authorize and execute any documents to adopt, amend, and restate the Private Industry Council of San Francisco Retirement Plan (the "Plan").

FURTHER RESOLVED: That the PIC Human Resources Manager be and hereby is designated as Administrator to formulate rules and procedures conforming to the plan document for administration and participation in such annuity contracts.

FURTHER RESOLVED: That the Executive Committee of the Workforce Investment Board of San Francisco has reviewed and approved this resolution this 15th day of December 2004.

Lynn L. Bunim, Chair of
WISF Board
And its
Executive Committee

December 15, 2004
Date



